



EFFECTIVE TIME MANAGEMENT & BUSINESS COMMUNICATION

MAKE EVERY SECOND COUNT

Highly Intensive, Interactive & Practical Training Course

INTRODUCTION

Effective Time Management and Business Communication are amongst the most important professional skills in today's workplace. This highly interactive and enjoyable workshop is designed to improve delegates ability to Manage their Time and Communicate more effectively for the benefit of themselves and their organisation.

AIMS & OBJECTIVES:

At The Conclusion Of This Learning Program, Participants Will Be Able To:

- Understand the importance of Effective Time Management
- Use a **range of Time Management tips, tools and techniques**
- Be more effective in their use of time and more productive
- Understand the importance of Communicating and working with others
- Communicate in a more persuasive manner
- Listen more effectively
- Question more effectively
- Identify the actions that will increase their personal effectiveness
- Recognise and overcome barriers to communication
- Develop an Action Plan to transfer the new skills to the workplace.

BENEFITS OF THE COURSE:

Effective Time Management and Communication means that your staff will be able to utilize their time in a professional manner, and improve their working environment, thereby enjoying greater efficiency.

This will result in improved performance and productivity along with reduced stress, leading to greater profits, a WIN/WIN situation.

WHO SHOULD ATTEND?

This program is for professionally minded people who want to develop their skills and competencies in order to add value to their organization and themselves.



LEARNING TRANSFER MODEL:

The participants will be encouraged to develop a positive and dynamic learning environment, facilitated by the trainer. The following will be used to stimulate and enthuse the delegates to enable them to assimilate the subject matter thoroughly.

- ▶ Self-Directed and Action Learning
- ▶ Forum for the E of I (Exchange of Ideas)
- ▶ Practical Exercises, Lectures, Case Studies and Discussions
- ▶ Detailed course manual that will be personalised by the delegate
- ▶ Action planning; to transfer the new skills to the job.

COURSE CONTENT:

Welcome & Introduction

- ▶ Setting the scene
- ▶ Administration & HSE
- ▶ Aims and Objectives
- ▶ Achieving the Aims and Objectives
- ▶ Benefits

Time Audit

- ▶ What is so special about time?
- ▶ Time is money
- ▶ Find out where your time goes
- ▶ Time analysis forms

How Do You Waste Your Time?

- ▶ 20 Questions
- ▶ Delegates will discuss what wastes their time
- ▶ Dealing with time wasting and time wasters

Saving Time

- ▶ Tips, tools and techniques for saving time

Prioritising Tasks

- ▶ How prioritising works
- ▶ The art of prioritising

Organising Yourself

- ▶ Getting control
- ▶ Thinking and Planning
- ▶ Keeping control
- ▶ Delegating

How To Organise Your Life Better

- ▶ Using the 10 rules



Golden Rules For Time Management

- ▶ 21 Rules
- ▶ Delegates to discuss how they will implement the Golden Rules

Business Communication Introduction

- ▶ What is Communication? (Revision)
- ▶ Definitions of Communication
- ▶ Pre-judgment/stereotyping
- ▶ Why effective communication is important?

The Nature Of Effective Communications

- ▶ The Communication Process (Revision)
- ▶ 6 steps of effective communication

Barriers To Effective Communications

- ▶ The main categories
- ▶ Practical exercise – Barriers experienced by you at work

Overcoming Barriers To Communication

- ▶ Get your message across
- ▶ Effective communications
- ▶ Practical exercise – Design a Strategy to overcome these barriers

Business Communication Guide

- ▶ Communication at the Heart of Business Success
- ▶ Ten Rules for Internal Communication

Persuasion Communicating With Impact

- ▶ How 'making an impact' works
- ▶ Persuasive Communication
- ▶ Become more effective

First Impressions

- ▶ Making the impression you choose
- ▶ Seven Tips that really work

Video - Boss Swap

- ▶ Success and failure in Business Communications
- ▶ Practical Exercise – The price of failure

Effective Questioning & Listening Skills

- ▶ Effective use of Questioning
- ▶ Techniques to Effective Questioning
- ▶ Powerful Questions
- ▶ Tips on Effective Listening
- ▶ Basic Listening modes
- ▶ Ten Steps to Effective Listening



Analysing Your Listening Skills

- ▶ Listening Strategies Questionnaire
- ▶ Practical exercise

Improving Communication

- ▶ Group discussions and Practical Exercises

Action Plan

- ▶ Day at a time, delegates to use the action plan
- ▶ Week at a time, delegates to use the action plan

Course Summary & Evaluation

- ▶ Were the Aims and Objectives achieved?
- ▶ Did you enjoy the course?
- ▶ Was it about right - in duration and content?
- ▶ Presentation of certificates
- ▶ Look forward.