

€ TRAINING

Setting Priorities, Time Management &
Stress Reduction: Managing Stress &
Pressure at Work



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Introduction:

In an ever-increasing pace of Life and Business, it becomes even more important to remove stress and operate with heightened sensory acuity. As the cost of stress to the employer continues to grow, organizations must recognize stress in their employees and train management to manage stress productively. A recent survey showed that 1 in 5 people report their work to be very or extremely stressful, citing the nature of their work, relationships at work, or their employer as the cause.

It has been stated, that "The ability to communicate well" is ranked the number one key to success, by leaders in business, politics and the professions. To be really successful in business, it is essential to learn, appropriate, practice and develop, vitally effective communication skills, both on a one-to-one basis, and to small and large groups. This two-module seminar covers these strategic areas in a unique, proactive manner, and result in top-quality performance.

Course Objectives:

At the end of this course the participants will be able to:

- Identify and reduce stress in themselves and others.
- Develop ways of Managing the most Important element - TIME.
- Maximizes performance and motivation at work.
- See how every area of life is affected by Communication.
- Upgrade their personal communication and presentation skills.

Targeted Audience:

- Managers & Supervisors
- Team leaders
- Employees who want to gain great skills & knowledge to improve their career

Course Outlines:

Unit 1: Managing Your Job:

- Managing yourself and the resources at your disposal.
- What are you and your team trying to achieve?
- Defining your objectives and key result areas.
- Establishing responsibilities and priorities.

Unit 2: Practical Time Management & Planning Activities:

- Effective use of diaries, time planners, time logs, etc.
- Criteria for prioritizing - urgent and important.
- Planning and scheduling your activities.
- Dealing with interruptions and distractions - staying focused.
- Developing a proactive approach to short, medium, and long term plans.

Unit 3: Managing Yourself:

- Investing time and effort in order to achieve more in the future.
- Your time management behavior - preferred working styles.
- Personal effectiveness - a guide to self-discipline.
- Highlighting personal "time-stealers" and areas of weakness.

Unit 4: Managing Others & Meetings:

- Managing people managers, colleagues, team members, and customers.
- Getting more things done through assertive behavior.
- Making the most of meetings as participants or chairperson.

Unit 5:

Effective Delegation:

- The rules of effective delegation - overcoming personal preferences and prejudices.
- Using delegation as a means of coordinating the workload of your team/department.

Delegation:

- Freeing up your time.
- Developing staff.

Ongoing Self-development:

- Reviewing your management of time at regular intervals?
- Overcoming your old habits - maintaining your new standards?

Unit 6: Communicating with Excellence Getting Results:

- The Rules of Communication - overcoming personal attitudes. Stereotypes, Prejudices and Beliefs.
- Why people do what they do and Influencing for Results.

Unit 7: Managing Pressure in the Workplace:

- Moving from reactive to proactive.
- Working to priorities when everything is urgent.
- Taking control through planning and time management.
- Managing conflicting demands from more than one person.

Unit 8: Understanding Stress and its Causes:

- What is stress? - Recognising the physical and behavioral signs, Stress in the mind and body.
- What contributes to workplace pressures? - The top ten causes.
- The impact of stress on personal performance - the positive and negative effects of stress.
- Recognizing the signs of stress in ourselves.
- Maintaining an effective balance between home and work.
- How to gain control of your Mind can reduce or eliminate stress.
- The symptoms of short term and long term stress.

- Recognizing your individual stress response and that of others.
- Learning to recognize your stress level and key stressors.
- The major causes of stress at work and at home.
- How to develop self-belief to overcome stress.
- When stress aids performance and when stress detracts from performance.

Unit 9: Different Stress and Behavioural Patterns:

- Learning behavior types: passive, aggressive, passive-aggressive, and assertive.
- How conscious and sub-conscious thinking affects behavior.
- Developing self-assertiveness to achieve greater control over stress.
- Improving your communication skills to manage aggression, stress, and conflict from others.

Unit 10: Handling Stress Positively, A Positive Mindset:

- Stress handling strategies for you and your team.
- Maintaining an effective balance between home and work.
- Changing your mindset - seeing the positive side of change in the workplace.
- Motivating yourself and others under pressure.
- Developing a preventative rather than remedial approach to team problems.
- How Mind Focus techniques can reverse negativity into positive action.