

## Personal Development Courses

### ***Assertiveness Skills***

Two-day workshop

Aims of the workshop:

The workshop is designed for managers, supervisors, team leaders and team members who would benefit from further developing assertiveness skills to raise their profile and bring about results in a professional manner. Participants will realise the importance of assertiveness in the workplace. Assertive behaviour will be described in practical terms enabling participants to apply the knowledge at work and present themselves and their ideas confidently while showing respect for others.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Understand that assertiveness is about behaviour not personality
- Understand why they may find certain situations difficult
- Plan and carry through difficult situations / encounters more effectively
- Practise techniques to deal with difficult situations such as
- Make requests assertively
- Say 'no' effectively
- Give and receiving criticism
- Cope with put-downs
- Identify the different behaviours of other people and differentiate between assertive, aggressive and passive behaviours
- Use an appropriate style when communicating with their team members, colleagues and bosses
- Identify the blocks to self-esteem and confidence
- Listen effectively and empathetically
- Handle aggressive behaviour from other people
- Be more aware of their impact on colleagues and their managers
- Develop and increase their ability to negotiate better outcomes in normal situations
- Give and receive constructive criticism

### ***Communication Skills***

Two-day workshop

Aims of the workshop:

This workshop encourages participants to examine their own communication style and that of others to gain a greater understanding of how it impacts on their relationships and performance. The workshop provides essential skills, knowledge and techniques to enhance their success in the workplace. Participants are provided with leading edge thinking and practise opportunities to develop their communication abilities.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Listen effectively and have identified specific listening techniques that will improve their effectiveness
- Communicate with clarity
- Understand and recognise the impact of their intention(s) when communicating
- Structure their communications effectively
- Communicate with integrity
- Use language that produces results (increased effectiveness and improved efficiency)

### ***Interpersonal Skills***

One-day workshop

Aims of the workshop:

This workshop is designed for managers and team members who need to build effective relationships with colleagues, customers, suppliers and other stakeholders. It will provide participants with greater insights about how they can improve their interpersonal effectiveness through considering a number of distinctions that explore their attitudes towards communicating with others. Participants will consider a range of practical approaches that will enable them to achieve better results in the workplace and in their relationships.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Structure their communication approach so that they are more effective and efficient
- Understand, recognise and manage their attitudes towards others
- Understand how to develop and maintain effective relationships
- Use language that is clear and effective
- Demonstrate effective listening techniques

### ***Personal Effectiveness***

Two-day workshop

Aims of the workshop:

This course provides each participant with key distinctions to enhance their effectiveness in the workplace. It provides powerful self-assessment tools, which can be applied back in the workplace resulting in greater efficiency and effectiveness.

*Learning outcomes:* by the end of the workshop you will be able to:

- Structure their communications to increase their efficiency and effectiveness
- Identify knowledge, skills and attitudes gaps that need addressing
- Review their attitudes to others and identify those attitudes that enhance working relationships and better manage those which create difficulties
- Assess their key working relationships to ensure they are productive
- Understand how to manage upset and anxiety so that they are more productive
- Demonstrate communication that brings results

### ***Persuading and Influencing***

Two-day workshop

Aims of the workshop:

A highly experiential workshop designed for Managers and Project Managers. The workshop will improve participants' skills in managing key relationships and in influencing others. The workshop focuses on both theory and new techniques as well the practical application of these. A key focus is on obtaining co-operation through consent rather than the exercise of authority.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Identify techniques to improve self-confidence
- Identify and effectively manage the impact and effect that they have on others and the effect others have on them
- Understand personal power

- Effectively influence others
- Describe and understand personal differences and preferences
- Understand and manage group dynamics effectively
- Identify and manage culture within their business environment
- Promote creativity in themselves and others