

DURATION: A one-day course

SUITABLE FOR: Those who want to learn the skills of multitasking. By learning how to multitask efficiently, you can dramatically reduce your workday stress, increase your productivity, and enjoy your work once again. This course also concentrates on other areas to improve your multi-tasking techniques such as delegation, time management, supervision and mentoring/coaching. It also provides key learning skills on good communication and stress management.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Develop Multi-Tasking skills that help you to become more productive and more efficient at work and so enjoy your working life.
- Develop your delegation skills and increase trust and respect for the talent others can bring to your busy schedule.
- Eliminate or reduce time wastage to enhance your own performance
- Know how to get the results and performance your staff are capable of
- Understand how to communicate more effectively and listen properly
- Identify your own level of stress and what it means for you, how it impacts your life and how to monitor and reduce stress.
- Create an action plan for the future

PROGRAMME:

Introduction & Workshop Objectives

- What are we going to cover today?
- How are we going to learn?
- What new skills are we going to achieve

Secrets to Multi-Tasking

- What is it?
- The keys to Multi-tasking success
- Practice how to multi-task
- Using tools to multitask
- Know when a task requires undivided attention
- Working smarter not harder
- Allowing your mind to reboot

Delegation

- Why should we delegate?
- Steps of successful delegation
- Avoiding reverse delegation
- How to enhance your credibility

Time Management

- What is it?
- Different Approaches to it
- Self-analysis – how we spend time at work.

Supervision and Mentoring

- Activities of effective supervision
- Action centred leadership

Communication Skills

- What is communication?
- Why can it go wrong so often and how to avoid it
- Importance of Listening and feedback
-

Stress Management

- What is stress?
- How to reduce stress
- How to say No
- Power of positive thinking

Summary and Close

- Reviewing the main Learning Points from today
- Creating an Action Plan for the future