

DURATION: A one day course

SUITABLE FOR: Those who want to have more control over their working days. Whether you are a manager, or in a support role, we all like to feel we have achieved key goals at the end of each day.

This event will give practical tips to manage your working day – and achieve the goals you must meet to ensure success.

COURSE OUTLINE:

OBJECTIVES:

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

- Effectively plan and confidently prioritise your workload to ensure your own and your manager's objectives are achieved
- Eliminate or reduce time wastage to enhance your own performance
- Deal effectively with paperwork, telephone and interruptions
- Identify and remove unnecessary time-stealers
- Plan to meet key deadlines which determine the success of you and your manager
- Identify the difference between proactive and reactive working.

PROGRAMME:

Introduction

- What is our programme?
- What would I like to achieve today?

Time management

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

Proactive v reactive working

- The difference between reactive and proactive working.
- Why urgent tasks are not always important tasks.
- Identifying when and why we are reactive.
- How to be more proactive.

Paperwork, telephone, interruptions and email

- Tips and techniques to deal with these in a time-effective way – whilst maintaining and fostering effective working relationships.

Delegation

- Why we don't.
- Why we should.
- How we should – tips to give us confidence and a method.
- Conclusion and recap of key learning points

Action Plan

- Implementing best practice at work.