

## **Time & Self-Management Skills**

### **Overview**

**Redeem 'lost hours' with this practical and insightful two-day course.**

This highly practical two-day course helps participants develop the self-management and time management techniques to increase effectiveness. Emphasis is also placed on the importance of developing effective systems and procedures to support their own and team's daily activities.

### **Who Should Attend**

Suitable for secretaries, personal assistants, administrators and reception staff who are looking to improve their time management and organizational skills in order to manage their own workload effectively and enhance their performance.

### **Training Benefits and Objectives to the organization**

- Increased individual productivity, accountability and commitment
- Much more timely individual and team project completion
- More effective communication throughout the organization
- Less negative organizational stress
- Noticeably improved teamwork

### **Training Benefits and Objectives to the individual**

- More control and value from your time and your life
- Increased recognition and reward from higher personal productivity levels
- Improved relationships both on and off the job
- Reduced stress and more enjoyment of everyday life
- To help participants increase effectiveness through improved personal organization and time management.
- To help staff, often working under severe pressure, to be more proactive in the use of their time in order to be able to achieve more.
- Release more time for managing others and achieving results at appropriate level.
- Clarify their own and team's objectives, key areas of responsibility and priorities.
- Plan and achieve medium and long-term objectives while coping more effectively with day-to-day demands and pressures.
- Achieve greater control through improved personal organization resulting in a healthier, more productive lifestyle both at work and beyond.
- Increase personal and team productivity.
- Help participants identify the negative symptoms of stress and learn how to manage stress proactively to improve performance, in ourselves and others.
- Learn about the effects of stress on body, thoughts, feelings and actions

- Identify ways in which stress affects performance
- Learn the causes of and difference between over-stresses, under-stress and healthy stress
- Appreciate the cumulative effect of life-changing events and how to manage these changes
- Practice goal planning, prioritizing and managing time more effectively
- Identify ways of improving team performance by managing stress positively
- Identify own strengths and weaknesses so that can implement an action plan.

**By the end of this program delegates will be able to:**

- Plan and prioritize workload confidently.
- Implement new systems to eliminate time wastage and enhance own performance.
- Deal effectively with emails, paperwork, telephone queries and interruptions.
- Plan to meet key deadlines which determine success and that of team.

**Format**

Interactive sessions that emphasizes the exchange of ideas and the application of techniques and skills. Each delegate has their particular needs addressed and solved. This is combined with great deal of personal interaction. **“Practical take back to work advice and techniques”** are provided that can immediately be put into practice back at the office.

## **Training Outline Program**

### **Time Management Within Your Role**

- The common problems
- Time management - how it can enhance your performance
- Self-management
- Work/life balance

### **When There Aren't Enough Hours in the Day**

- Looking at how you spend your time
- Identifying the activities that steal your time and how to deal with them effectively.

### **Planning, Prioritizing and Effective Time Management**

- Setting clear goals and objectives
- Your manager's or team's objectives
- Planning ahead versus fire fighting
- Being proactive not reactive
- Important versus urgent tasks
- Handling paper and electronic information
- Telephone and email techniques to save you time
- Systems and procedures

### **Practical Tools for Organizing and Coordinating**

- Diaries and planning tools

- Managing daily, weekly and monthly tasks
- Monitoring and recognizing your achievements

#### **Effective Communication Under Pressure**

- The importance of good communication
- How to deal with interruptions
- Managing your manager's and team's expectations of your workload
- How to say '**No**'

#### **Stress Management Skills**

- Stress diary
- Performance planning
- Thought awareness
- Anger management
- Prevention of Stress
- Recognizing the signs of stress.
- Identifying the causes of stress.
- The nature of unhealthy stress at work.
- Identifying your own strengths and weaknesses in work situations and assertiveness skills.
- Managing change and dealing with conflict.
- The impact of stress on the team.
- Stress coaching role-play exercise

#### **Personal Development**

- Identifying your working style
- Formulating a personal action plan

**Program Duration: 2 day**

**Cost: Kshs. 18,500+16%VAT per person**

**Training Venue: Silver Springs Hotel, Nairobi**

**Training Dates: 29<sup>th</sup>-30<sup>th</sup> January 2009**

Interested, contact:

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