



## Improving Professional Skills

### Overview

This modular program provides practical guidance to develop professional skills for a range of workplace situations. Delegates will gain the tools and techniques to make requests assertively, successfully interact with others, lead and participate effectively in meetings, and manage stress within the workplace.

### Target Group

This program is aimed at all levels of management within any business who wish to develop their existing professional skills and learn effective skills, techniques and strategies.

### Objectives

By the end of this program delegates will be able to;

- ✗ Handle challenging situations with confidence
- ✗ Use a variety of assertive techniques
- ✗ Understand the importance of successful communication
- ✗ Identify skills for effective influencing
- ✗ Identify and develop the skills required to chair an effective meeting
- ✗ Understand the causes of pressure and identify potential stress indicators
- ✗ Recognise the benefits from effective time and self management
- ✗ Develop a range of tools to aid in managing self and time use

### Course Content

This program consists of four modules and combines theory based learning with supportive practical exercises. Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ **Assertiveness**
  - Understanding Behaviour Patterns
  - Barriers to Assertiveness
  - Improving Own Behaviours
- ✗ **Effective Communication**
  - Methods of Communication
  - Advanced Communication Skills
  - The Art of Persuasion
  - Dealing with Difficult Situations
- ✗ **Managing and Chairing Meetings**
  - The principles involved in achieving an effective meeting
  - Planning and preparation
  - Chairing and leading meetings
  - Handling difficult participants / situations
  - Gaining commitment
- ✗ **Managing Pressure**
  - Importance of Pressure Management
  - Causes of stress & pressure
  - Pressure Management tactics
  - Setting Priorities
  - Planning
  - Delegation

### Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.