

# Managing Pressure & Conflicting Demands

1 Day

MPD

## OVERVIEW

In today's work environment we are constantly under pressure to juggle different colleagues' needs, dealing with several different projects at once or having to adapt to changing priorities.

This course provides practical guidance on managing relationships and dealing with conflicting needs effectively in order to improve and maximise performance in the workplace.

## DESIGNED FOR

Suitable for PAs, secretaries and administrators having to deal with conflicting demands who are keen to maximise their effectiveness and increase their assertiveness.

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- Manage conflicting demands more effectively.
- Manage their pressure levels and improve their efficiency.
- Communicate more effectively.
- Be more assertive and confident with their work colleagues.
- Prioritise their workload to meet expectations.
- Identify and remove time stealers.

## TOPICS COVERED

### Prioritising to Get Results

- Strategies to avoid the traps we fall into when under pressure
- Key guidelines for prioritising successfully
- Examining the difference between urgent and important tasks

### Dealing with Conflicting Demands

- Coping when everything is urgent
- Choosing your attitude
- Staying positive under pressure

### Removing Time Stealers

- Staying in control – proactive versus reactive
- Identifying and removing time stealers
- How to deal with interruptions

### Communicating to Relieve Pressure

- Developing confidence in difficult situations
- Communicating assertively to get results
- Saying no without feeling guilty

## EXTRA NOTES

*Further Development:*

*Dealing with Stress and Conflicting Needs (SM)*

*An equivalent course is available in Arabic. Please call us for details.*