

# Personal Effectiveness Through Interpersonal Communication & Self-Confidence

2 Days PET

## OVERVIEW

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

This course provides practical guidance on enhancing personal effectiveness and performance through better self-awareness, setting goals and objectives, effective interpersonal communication, assertiveness, self-confidence and networking.

## DESIGNED FOR

Suitable for PAs, administrators and coordinators who are keen to maximise their effectiveness and confidence.

## LEARNING OUTCOMES

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

- Recognise and acknowledge their strengths and areas for development.
- Manage their stress levels and improve their efficiency at work.
- Communicate more effectively.
- Be more assertive and confident with their work colleagues.
- Use persuasion and influence to achieve their objectives.
- Understand the benefits of networking.
- Set a personal action plan with achievable goals.

## TOPICS COVERED

### Getting Focused - Working to Goals and Objectives

- Identifying your organisation's values and objectives
- Supporting your manager's/team's objectives
- Working to your own goals and objectives

### Understanding how you Work and Identifying Areas for Improvement

- Personal SWOT - identifying personal strengths and development areas
- Building on your strengths and exploring personal potential
- Recognising the signs of stress
- Understanding and developing methods to cope with stress

### Effective Communication Skills

- What impact does your communication have on others?
- Verbal communication, personal image and body language
- Identifying and overcoming the barriers to effective communication and relationship building
- How to communicate not just inform
- Effective questioning and listening

### Developing your Assertiveness and Self-confidence

- How your behaviour impacts on others
- Defining and understanding assertive behaviour and its value
- Putting assertiveness into practice
- Saying no confidently without guilt
- Developing your level of confidence

### Persuading and Influencing Others

- Influencing others to achieve prompt response and deadlines
- Voicing your views, ideas and requests in a persuasive manner
- Gaining cooperation from others and minimising conflict

### Successful Networking - Developing Relationships and Learning from Others

- The values and benefits of networking
- Building cross-functional relationships
- Understanding where networking opportunities exist and widening your support network

### Personal Development

- Formulating a personal action plan

## EXTRA NOTES

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