

# Enhanced Productivity Skills: Maximising your Personal Effectiveness

## INTRODUCTION

This programme is designed to provide Professionals with a comprehensive overview of tools and techniques for improving personal productivity in the workplace. It will sharpen your skills and thereby lead you to higher levels of competency. In this programme you will learn how to:

- Manage yourself with emotional intelligence
- Handle your workload in a more efficient manner
- Manage your work relationships more productively
- Deal effectively with problems and challenges

## WHO SHOULD ATTEND?

This programme is designed for Professionals in all functional areas of the organization who seek to enhance their personal productivity skills, better manage their work relationships and sharpen their problem solving skills thereby improving their work performance. It will be of benefit to:

- Technical personnel
- Senior technical staff
- Supervisors
- Team leaders
- Department heads

## PROGRAMME OBJECTIVES

- Learn to better manage their emotions and energy
- Consider how to achieve greater results with less effort
- Study ways of more efficiently managing responsibilities
- Plan to achieve improved relations with seniors and colleagues
- Focus on working to free their time through delegation
- Consider ways of improving their work processes
- Develop the ability to make higher quality decisions
- Learn how to cope more effectively with the work environment

## TRAINING METHODOLOGY

Participants will learn by active participation during the programme through the use of a wide variety of instructional techniques. There will be group exercises to allow for a “hands on” approach to learning. Instructional films will be utilized to present “best practices” approaches. In addition there will be in depth discussion of critical success factors.

## PROGRAMME SUMMARY

This programme covers all of the essentials skills necessary for enhancing personal productivity in the workplace. There will be discussions of self-management, time management, relationship management, communication skills, creative problem solving skills and process improvement

techniques. All participants will be able to return to their organizations with a focus on achieving excellence in carrying out their responsibilities.

## **PROGRAMME OUTLINE**

### **DAY 1 - Effective Self Management**

- Applying the principles of emotional intelligence
- Understanding your personality style
- Maintaining and replenishing your energy
- Dealing with stress
- Avoiding procrastination
- Your personal action plan

### **DAY 2 - Managing your Work Relationships**

- Working effectively with your boss
- Working effectively with colleagues
- Empowering your people
- Delegating decision making downward
- Utilizing effective communications
- Productive management of meetings

### **DAY 3 - Improved Productivity from Process re-design**

- Thinking out of the box
- Focusing on continuous process improvement
- Managing the process of change
- Harnessing the power of technology
- Reducing the paperwork burden
- Overcoming obstacles and resistance

### **DAY 4 - Effective problem solving**

- Balancing analytical and creative thinking
- Effective use of mind mapping
- Capturing the power of brainstorming
- Breaking the ten mental locks
- The four roles of the problem solving process
- Treating problems as challenges

### **DAY 5 - Unleashing organizational productivity**

- The importance of corporate culture
- Understanding sociotechnical management
- Focusing on performance vs. procedure
- Changing the rules
- Embracing continuous improvement
- Setting challenging performance goals