

Enhancing Personal Effectiveness



The most successful companies in this country are differentiated by the ability of managers and key staff to interact efficiently and effectively with customers, suppliers and staff. Enhancing your personal effectiveness will allow you to improve profitability through the development of more constructive relationships, both inside and outside the company.

The Enhancing Personal Effectiveness course is designed to help managers and staff to become more effective in developing other people which is a key need in most companies. It is based on the development of Influencing skills to improve personal power and offers practical skills, concepts and approaches that will help managers to achieve the competencies required of them.

Programme Aims

The programme will help participants to:

- ▲ Use persuasive communication techniques to achieve objectives through others
- ▲ Delegate effectively within tight timescales
- ▲ Manage difficult relationships with customers unions, suppliers and staff to reduce conflict and find constructive ways forward
- ▲ Develop constructive relationships within teams so that team performance is maximised.

Course content

The course content can be tailored to meet the needs of a group or organisation.

Typically, the course includes the following:

- ▲ Understanding your impact on others using 360 feedback and psychometrics, such as Myers Briggs Type Indicator
- ▲ Persuading to help you put your case across convincingly and make your expectations clear
- ▲ Listening skills to help build relationships, understand the point of view of others and disclose information to develop trust and openness
- ▲ Aligning to build commitment to change and motivate others
- ▲ Influencing Strategies

Using these basic skills, the course can also cover delegation, coaching, team building and conflict resolution.

Programme Structure

This course is typically run over 4 days for 12 people though a larger number can be accommodated. It involves a mixture of short theory sessions, facilitated discussions, group work and skills practice.

What Participants say

“Very good for understanding particular behaviours and interactions.”

“Excellent techniques in being able to understand what you need to do to find out more about someone/build relationship.”

“Very good practice sessions and fantastic study material.”

“The ability of the course tutors to adapt the course to the different requirements of the attendees was particularly impressive. Their knowledge of the individual requirements and personal work roles was used to excellent effect in tailoring the course at various times.”

Summerhill Consulting Courses

Summerhill Consulting provide a range of training and qualifications in Leadership and Management in both public and in-house programmes. Our tutors are all experienced managers, executive coaches and trainers, able to draw on real-life experience as they support participants in their learning and development. We have clients in both the public and private sectors including engineering, services, healthcare, criminal justice and entertainment.

Contact:

Summerhill Consulting (UK) Ltd
1 Longdown Close
Farnham GU10 3JN
Tel: 01252 714734

Email: info@summerhillconsulting.co.uk
www.summerhillconsulting.co.uk