



Personal Effectiveness

Duration 5 Days

Introduction

This program competency based designed for Supervisors. The course will enable participants to demonstrates customer focus by seeking out, understanding, and responding to the needs of both internal and external customers, Responds to customers' needs, questions and concerns in an accurate, effective, and timely manner while developing effective partnerships with customers; to maintains effectiveness when experiencing major changes in work tasks or the work environment; the ability to adjust effectively to work within new work structures, processes, requirements, and cultures; the ability to be consistently at work on time, and to ensure work responsibilities are covered when absent.: the ability to handle disappointments and/or rejections while still working effectively and accepts change as a healthy and normal part of growth. Be receptive to new information, recognizes the validity of various viewpoints, and sees situations objectively. Responds positively to changes in directions, priorities, responsibilities and /or assignments. Adjusts to multiple demands, priorities, ambiguity, and changes positively.

Who should attend?

- Managers, Supervisors and other employees willing to increase their personal effectiveness.

Delivery Methods

The program will be delivered in the form of workshop which includes

- Tutor facilitation and input
- Group activity and discussion
- Role playing
- Video
- participants Presentation
- Case studies

Workshop Timings

- The workshop is delivered over 5 consecutive days and will commence promptly at 8:00am and will finish at 4:00pm.

Objectives:

By the end of the training attendees will be able to:

- ↻ Demonstrate willingness to try new approaches
- ↻ Suspend judgment; thinks before acting
- ↻ Adapt to new ideas and initiatives across a wide variety of issues or situations
- ↻ Shift priorities, changes style and responds with new approaches
- ↻ Perform effectively amidst continuous change, ambiguity and, at times, apparent chaos.
- ↻ Demonstrate regular attendance at work, and absent only when necessary
- ↻ Occasionally attend meetings
- ↻ Arrive at work at time scheduled
- ↻ Make timely requests for sick/annual leaves
- ↻ Keep superior attendance record
- ↻ Match customer's needs and service standards
- ↻ Follow through on customer's questions, requests and complaints
- ↻ Provide formal customer services that acknowledge a diverse customer base
- ↻ Take personal responsibility for correcting and addressing customer concerns.
- ↻ Track customer satisfaction on a long-term basis
- ↻ React to disappointments and/or rejections without disruption to others, and routinely exhibits adaptability.



- ↪ Handle work normally in case of disappointments/rejections
- ↪ Deal effectively with significant pressure that results from disappointment and/or rejection
- ↪ Recover quickly from setbacks and reacts in an efficient and effective manner
- ↪ Accept changes in a pliable manner
- ↪ Demonstrate openness to new organizational structures, procedures, technology and general work processes/systems.
- ↪ Work effectively and flexibly with a variety of situations, individuals, or groups
- ↪ Redirect own work and the work of others during periods of shifting and multiple demands and priorities, ambiguity and change

Course Outline

All modules will include practical examples so participants can practice the skills they have learnt.

1. Module 1 – Adaptability

- 1.1. Change – why is it so hard and how we deal with it
- 1.2. Accepting change and using it as a way to develop yourself
- 1.3. Setting goals and adapting them as required
- 1.4. Tools to help you look at new situations from different viewpoints
- 1.5. Approaching change in a positive way and looking for new opportunities

2. Module 2 – Attendance & Punctuality (Advanced)

- 2.1. Planning your time effectively
- 2.2. Ways to help you ensure you arrive at work on time
- 2.3. Getting the most from meetings
- 2.4. Time management techniques to help you get your work done in the day
- 2.5. Self-management

3. Module 3 – Customer Orientated

- 3.1. What service do customers expect? What should they get?
- 3.2. Customer service techniques to ensure they get the best service they can get
- 3.3. Putting the customer first – make it a 110% experience for them
- 3.4. Getting and using customer feedback for improvement
- 3.5. Tracking procedures to ensure the customer is fully satisfied

4. Module 4 – Resilience (Advanced)

- 4.1. Ways to deal with rejection and disappointments
- 4.2. Techniques to enable you to keep positive in difficult situations
- 4.3. Keeping optimistic despite knock backs & disappointments
- 4.4. Focus on what is required and using persistence
- 4.5. Managing stress and keeping calm

5. Module 5 – Flexibility (Advanced)

- 5.1. A detailed look at the change curve and how we are affected by change
- 5.2. Adapting to the new environment and changing roles
- 5.3. Using change to your advantage – how can you use it to grow?
- 5.4. Working in a fluid environment – methods to help you manage
- 5.5. Breaking paradigms and looking at new ways to do things