



# Personal Effectiveness

## Course Overview

This course is perfect for individuals looking to improve their personal performance and effectiveness. The instructor-led, highly interactive training course will focus on the importance of self-awareness and developing your own capabilities and strengths. You'll learn how to use these skills in your daily life and career to further develop yourself as an employee and manager – making you a stronger, more confident individual in your home and work environment.

This is a full day training course delivered in-person or over 2-four-hour sessions using zoom video conferencing.

### AGENDA HIGHLIGHTS:

- Assessing your environment and understanding the challenges to help create new responses and actions
- How does pressure affect your performance? Creating strategies for maintaining focus, dealing with procrastination and ensuring self-care
- Mapping your tasks and understanding priorities
- Understand your own communication preferences and how best to connect with people who are not like you
- Communicating boundaries and expectation management with key stakeholders

### TARGET AUDIENCE:

- Individual contributors with 1-2 years of experience in role
- First line managers looking to manage themselves and their stakeholders more effectively
- Suitable for all functional areas across the business in both sales and support

**TRAINER:** Rachel Ellsmore & Tracy Whiting-Iqbal

### LEARNING OUTCOMES:

- Understand what you can control and influence
- Focus on what's important and deal with distractions
- Prioritise effectively
- Increase resilience by confidently managing pressure and difficult conversations
- Create communication strategies for a variety of different styles and stakeholders
- Set expectations clearly and push back appropriately
- Practical tools and tips to improve focus and productivity
- Create a clear action plan to improve your personal effectiveness

### INVESTMENT:

#### OPEN COURSE – Cost per head:

Virtual £430.00 plus VAT

#### IN COMPANY COURSE –

prices are based on 8 delegates plus trainer expenses

Virtual £1,990.00 plus VAT

Face to Face £2,540.00 plus VAT

For further information on the above programme or to discuss your talent development needs, please call **020 3117 0910** or email [teri.etherington@apsco.org](mailto:teri.etherington@apsco.org)

Courses are available to APSCo members and non-members alike. For non-member prices please contact APSCo Talent Development.

 **APSCo**  
United Kingdom