

Time Management & Communication Skills, Developed & delivered by Paradise for Cosworth Ltd.

COSWORTH

Cosworth approached Paradise to develop a combined Time Management & Communication Skills training course, the course was designed to increase the competence and confidence of the delegates.

This one day instructor led course focuses on tried and tested techniques to maintain professionalism and effectiveness in day to day communications, task planning and time management, setting and achieving goals and giving and receiving feedback.

Content:

Communication Skills

- Acknowledgement of personal rights
- Assertiveness v passive and aggressive behaviour
- Beliefs
- Body language and tone of voice
- Eye contact
- Verbal structure
- Voice, tone and pitch

Listening Skills

- Listening exercise
- Barriers to listening

Creating Positive Rapports

- Barriers to creating effective rapport
- Overcoming the barriers

Empathy

- Introduction
- Identifying language
- Identifying emotions
- Time for reflection

Time Management

- Managing yourself and your time
- How much is your time worth?
- Where are you investing your money?
- Dealing with time thieves
- Delegation
- Saying NO

Successful Planning

- The ABC of planning and its importance
- What is a task list
- Why must I do this task
- Prioritising tasks

Maintaining performance

- The feedback process
- Feedback skills practise

Controlling & Managing Situations

- Maintaining professionalism
- Projecting the right image

Setting Goals

- Setting goals using the SMART approach
- Motivating to achieve those goals.

Motivation

- Turning negatives into positives
- Developing good team communication
- The gentle art of feedback
- Communicating the essentials
- Making yourself heard

The Way Forward

- Personal action plan

Delegate comments:

"The trainer's knowledge was excellent & the course met all of my objectives, Thank you"

"I would recommend this training to anyone & I would definitely like more training with Paradise in future"