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International Centre For Training & Development



SETTING OF PRIORITIES
And Reducing Stress

Course Introduction:

In an ever increasing pace of Life and Business, it becomes even more important to remove stress and operate with heightened sensory acuity.
This seminar, Setting priorities, Time Management and Stress Reduction, is the fastest and most efficient means for you to do this. Delegates will be taught the latest psychological techniques to manage stress including NLP techniques.

As the cost of stress to the employer continues to grow, organizations must recognize stress in their employees and train management to manage stress productively. A recent survey showed that 1 in 5 people report their work to be very or extremely stressful, citing the nature of their work, relationships at work or their employer as the cause

Course Objectives:

In this seminar, delegates will be able to:

- Actively identify and reduce stress in themselves and others.
- Develop ways of Managing the most Important element - TIME
- Take charge of your state of mind
- Maximizes performance and motivation at work.
- Improve health and happiness.
- Have a positive economic impact on individual and team performance.
- Use NLP to change the way you think
- Be your Best at all times

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Who Should Attend?

Everybody who would like less stress, anxiety and undeliverable expectation in there life. In short, professionals, Supervisors, Personnel professionals, Training professionals, Occupational Health Specialists, Health and Safety professionals, anyone that has to manage stress and pressure at work, Meet deadlines and deliver Results

Course Outline:

- Managing Your Job
- Managing yourself and the resources at your disposal
- What are you and your team trying to achieve?

- Defining your objectives and key result areas
- Establishing responsibilities and priorities
- Practical Time Management & Planning Activities
- Effective use of diaries, time planners, time logs, etc.
- Criteria for prioritising – urgent and important
- Planning and scheduling your activities
- Dealing with interruptions and distractions – staying focused
- Managing time under pressure
- Developing a proactive approach to short, medium and long term plans

- Managing Yourself
- Investing time and effort in order to achieve more in the future
- Your time management behaviour – preferred working styles
- Personal effectiveness – a guide to self-discipline
- Highlighting personal 'time-stealers' and areas of weakness
- Managing Others & Meetings
- Managing people managers, colleagues, team members and customers
- Getting more things done through assertive behaviour
- Making the most of meetings as participant or chairperson
- Effective Delegation
- The rules of effective delegation - overcoming personal preferences and prejudices
- Using delegation as a means of coordinating the workload of your team/department
- Delegation
- freeing up your time
- developing staff
- Ongoing Self-development
- Reviewing your management of time at regular intervals
- Overcoming your old habits - maintaining your new standards

- Communicating with Excellence Getting Results
- The Rules of Communication - overcoming personal attitudes. Stereotypes, Prejudices and Beliefs
- Why people do what they do and Influencing for Results
- Managing Pressure in the Workplace
- Moving from reactive to proactive
- Working to priorities when everything is urgent
- Taking control through planning and time management
- Managing conflicting demands from more than one person

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- Understanding Stress and its Causes
- What is stress? - Recognising the physical and behavioural signs, Stress in the mind and body
- What contributes to workplace pressures? – The top ten causes
- The impact of stress on personal performance – the positive and negative effects of stress
- Recognising the signs of stress in ourselves
- Maintaining an effective balance between home and work
- How gaining control of your Mind can reduce or eliminate stress
- The symptoms of short term and long term stress
- Recognizing your individual stress response and that of others
- Learning to recognize your stress level and key stressors
- The major causes of stress at work and at home
- How to develop self belief to overcome stress
- When stress aids performance and when stress detracts from performance

- Different Stress and Behavioural Patterns
- Learning behaviour types: passive, aggressive, passive aggressive and assertive
- How conscious and sub-conscious thinking affects behaviour
- Developing self-assertiveness to achieve greater control over stress
- Improving your communication skills to manage aggression, stress and conflict from others
- Handling Stress Positively, A Positive Mindset
- Stress handling strategies for you and your team
- Maintaining an effective balance between home and work
- Changing your mindset – seeing the positive side of change in the workplace
- Motivating yourself and others under pressure
- Developing a preventative rather than remedial approach to team problems

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Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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