



4D Group

## **Personal Effectiveness at Work**

### **Who Would Benefit?**

All individuals whose management and professional effectiveness at work is based on key elements of personal development and self management.

### **Objective**

This course will help you to present a strong self-image and deal successfully with colleagues at work.

### **Content**

Working with others.  
Styles of behaviour.  
The principles and benefits of assertive behaviour.  
Dealing with requests.  
Coping with criticism.  
Maintaining effective behaviour in difficult situations.  
Managing stress and pressure.  
Preventing stress.  
Managing time.  
Taking control of your time.  
Identifying individual goals.  
Responding to priorities.  
Solving time management problems.  
Communicating effectively.  
Speaking, listening and responding.  
Using body language.  
Dealing with difficult situations.

### **Duration**

One day