



Corporate Coach Group

Training that transforms



Training Plan Personal Effectiveness Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Personal Effectiveness Course Summary

Your personal effectiveness is a measure of your ability in six skill areas: To set and achieve specific goals, to effectively communicate; to prioritise and efficiently manage your time; to professionally manage conflict and difficult people; to develop the right amount of self-confidence; and to inspire others to give you their best performance.

When you improve your personal effectiveness, you will improve your self-esteem, reduce your levels of anxiety and be focussed on improving your life.

Learning Outcomes for the Personal Effectiveness Course

- Master the six skills of highly effective people
- Achieve more in less time, with a goal focused mindset
- Communicate with more confidence, clarity and persuasion
- Handle difficult people with the right amount of assertiveness
- Develop superior self-awareness, self-discipline and self-control
- Learn the proper use of humour, appreciation and praise
- Develop a positive mental attitude that will inspire yourself and others

Customer Review

“ The training course content was really comprehensive and wide-ranging. Very practical tips and tools that I will try and bring into my day-to-day life. The trainer was very knowledgeable and a pleasure to be trained by; really helped to bring some key points home and explained everything really well.

*Michelle Killeen
BUPA*

Personal Effectiveness Training Course Overview

This objective of this personal effectiveness training is to give you the necessary personal skills to develop yourself to be an effective individual with the self-confidence to succeed in life. We will show you how to develop these six key skills:

- The ability to create a clear and distinct goal, and commit to it for long enough to attain it.
- The ability to accurately explain your ideas to others, so they understand you, agree with you and act in accordance with your ideas.
- The ability to analyse the facts and formulate innovative and detailed plans of action that will achieve the goal, in the most efficient manner possible.
- The ability to guide and harmonise the various personalities in a team, so that they are more able to synchronize their actions and complement each other.
- The ability to maintain a positive mental state of optimism and realism, especially during the tough times. The ability to think outside the box and have the confidence to challenge the status quo.
- The ability to inspire positive emotions in the other members of the team, especially during difficult times.

These six skills sets form the foundations of personal effectiveness

Customer Review

- “ The course content was excellent; initially concerned there was too much content, but was covered efficiently. The trainer’s presentation: Excellent engagement, just enough group involvement and great examples of experiences.

*Kelly Rossington
Enrichment Technology UK Ltd*



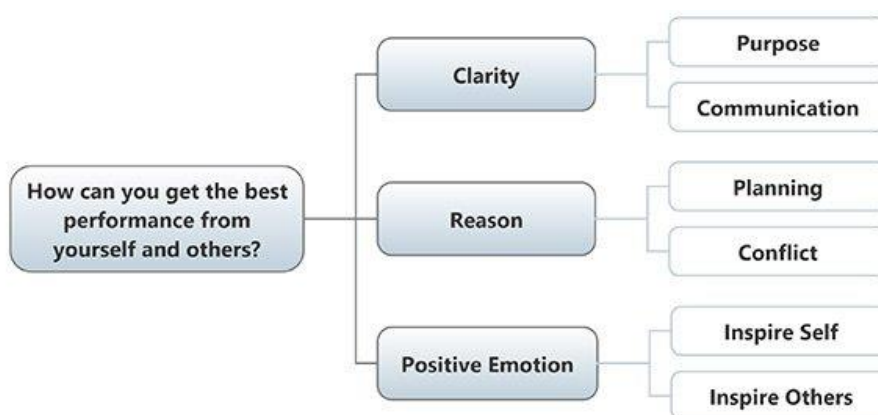
Personal Effectiveness Training Course Details

Day 1 - Morning

Introductions

We start the course by introducing the six major themes of personal effectiveness: goal focus, communication, planning, conflict, self-management, inspiring others.

You will be asked to score yourself against each one. Then we discuss where you feel your strengths lie, and where you need to get stronger.



Goal Setting

We learn the first principle of personal effectiveness, is the power of goal-focus, and why it is important to know exactly what you want, together with what the other person wants.

The intersection between “what you want” and “what other people want”, is the basis of every relationship you ever have, at work, in life and in love. All successful relationships are based upon you achieving your goals by helping other people achieve theirs. That is why we start with finding out about goals.

Your values and behaviours

Everything you do, will either “add value”, or “fail to add value”, or “detract value” from yourself and others. Our goal is to behave in ways that fall within the first category only. Always strive to add value, never detract from others. Nobody will thank or pay you, unless you add value to them.

Effective Communication skills

In order to achieve goals and add value, we must make ourselves clearly understood. The way to do that is by communicating clearly, using specific language which cannot be misunderstood. Most people have difficulty expressing their exact meaning, so we will learn the art of clear, accurate communication.

Optimist, critical thinker or cynic?

There are three basic mindsets: optimists, critical thinkers and cynics. Many cynical people don't even know they are cynical, they think they are being realistic. We will discuss the difference between the different mindsets, with the goal of being optimistic, critical thinkers and avoiding the trap of becoming cynical.

Positive suggestions

We are all susceptible to the power of suggestion. Unfortunately, we often accidentally make negative suggestions to ourselves and others, which affect us emotionally. For example "Don't panic" can suggest the thought of panic. We will learn how to apply the power of positive suggestions.

Day 1 - Afternoon

Conflict can be beneficial, but only if it is well managed

Not everyone agrees with your views, so you will definitely have occasional conflicts with others, as well as having to manage conflicts between other people. How you manage these conflicts is important and this half-day session will cover all you need to know.

Four approaches to conflict, only one of them is good

There are four common approaches to conflict: anger, upset, evasion and reason.

We don't recommend anger, upset or evasion. We recommend a rational approach to conflict management. We will discuss what it means to be rational, and how to use this approach to resolve conflict situations.

Objective vs. Subjective language

We want to rationalise, not emotionalise, conflict. We need to take the heat out of the situation, by reviewing the details that led up to the conflict. Then we must agree on a factual solution. In order to rationalise the situation, we must use objective language and refrain from using emotive, opinionated, derogatory and judgemental, subjective language. We will show you how to achieve this.

Negotiate a solution and gain commitment

We will show you how to negotiate a solution, when to give concessions and when to stand firm and hold your ground.

Body language and voice tones

It is not enough to know what to say, you must say it in the right way. That means assertive voice tones, and body language. We will learn how to use gestures, eye contact, expressions and posture.

The power of appreciation

Always leave a conversation on a positive note. Remember to give thanks, appreciation and praise. Failure to give appreciation is itself, a common source of conflict. We must always appreciate what others have done.



How to put these techniques into practice

You will have plenty of time to practice the techniques you learn, and if you wish you can get involved in a role-play, or if you prefer, you can learn by observation and listening to others. It is up to you.

Final summary and action

We wrap up the day by asking you how you will apply what you have learned.

Day 2 - Morning

Personal effectiveness relies on prioritising your time and effort

You have only a limited time and effort available, but you face an unlimited number of things you want to do. Therefore, you must prioritise your time, money and effort. In this half-day session, we will develop your time management skills to make you more productive and effective.

Overcome procrastination

Many people destroy their effectiveness by falling into the habit of procrastination. We learn how to eliminate procrastination and replace it with personal initiative.

Prioritise tasks by value and deadline pressure

The two primary principles of time management are Value and Deadline. You must always do the most valuable, deadline-driven activity first. Many people avoid the valuable tasks, in favour of the easy tasks. In the long run that will never achieve their goals. We learn to do the right things in the right order.

Time wasters

It is important to identify those people and things, which waste your time. We will analyse the situation into three categories, your own bad habits, other people's bad habits, and systems failures. We will name the causes and create definite countermeasures!

Decision making

The ultimate skill is the ability to always make the right decision. We discuss the various decision types and we learn how to make quick, rational and accurate decisions, both as individuals and in groups.

- Prioritisation decisions
- Yes or No?
- Which one
- What kind
- Problem cause solution

80/20 rule. Pareto principle applied

80% of the value is contained in 20% of its content. That means that a majority of the value you add to your life is contained in small number of tasks, and the other 80% is relatively a waste of time. We will learn to apply the 80/20 rule to interruptions and to other aspects of your work.

Delegation

You can't do everything, and it is a mistake to try. Learn to let go and trust others to do lower-value tasks, whilst you get on with the more important things.

This is the essence of personal effectiveness. You win by getting the best from yourself and others.

Summary of time management / prioritisation session

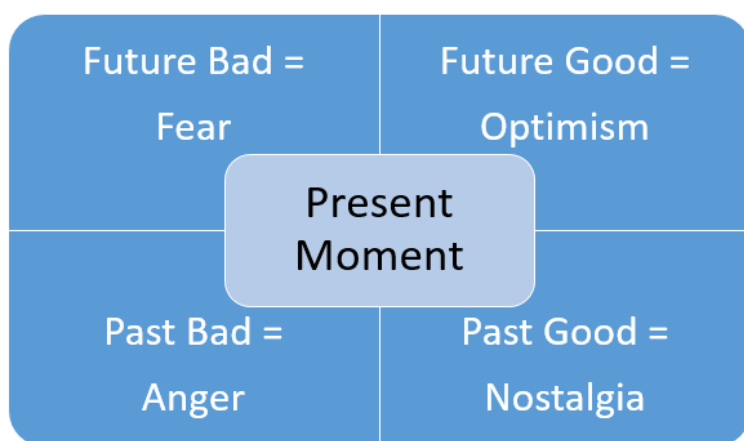
We discuss ways in which you are going to apply the techniques we have covered and make plans for a better future.



Day 2 - Afternoon

Emotional management

We are strongly affected by how we feel. Therefore, to be truly effective we need to become experts at managing and influencing emotions. First, our own emotions, and then other people.



How your thoughts affect your feelings

Your emotions are a product of your thinking. If you think negatively, you feel pessimistic. If you think positively you feel optimistic. Nobody controls your thoughts other than you. Consequently, you can choose to feel pessimistic or optimistic by controlling the focus of your dominant thoughts. We will show you how to generate a feeling of RATIONAL OPTIMISM.

How your feelings affect your results

Your emotions are a product of your thinking. If you think negatively, you feel pessimistic. If you think positively, you feel optimistic. Only you control your thoughts. Consequently, you can choose to feel pessimistic or optimistic, by controlling the focus of your dominant thoughts. We will show you how to generate a feeling of rational optimism.

How you can become a source of strength to other people

Emotional management is not merely an act of self-interest: you can use it to help others to feel more optimistic, enthusiastic, confident and able. By making people around you feel stronger, you will make life better for them too. We will show you how you can help others.



Continuous improvement

If you want to be effective, you must never become self-satisfied. There is always more to learn, and always ways to improve upon your personal best. We discuss the philosophy of continuous improvement and how to implement it into your own life and work.

Feedback: the breakfast of champions

We know that negative feedback, in the form of criticism, inevitably leads to discouragement. We will learn to reframe failure into feedback. We must take “negative feedback” and use it to come back stronger, with an improved plan. By adopting this approach, you will become more resilient and effective.

Accept Change

The world is changing rapidly, and you must be ready to change with it. People who refuse to change, will fail to make sufficient progress. Many people hate change because it forces them to replace their established habits. But you must always be ready to drop old procedures, and to implement new practices, more suited to the changing conditions. By being adaptive, evolutionary and progressive, you will remain personally effective.

Summary of the course

Knowing is not enough. We must apply what we know. We will review what we have covered on this personal effectiveness course and ask you what ideas you are committed to applying in your life, for your own benefit and for the benefit of others.

Customer Review

“ Excellent training course with practical tools and models to apply and use immediately when back in the business. The training was very good; interesting, engaging, entertaining.

*Su Summerfield
English Heritage*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

- “ The course was professionally presented and well paced, with materials that made the learning easier. The trainer’s presentation was excellent! The trainer was professional and knowledgeable about the subject material. Responsive to questions and scenarios and also helpful.

*Robert Simpson
Education Funding Agency*

- “ The course content was eye-opening for me as a relatively new line manager. There were definitely things that I found myself to be guilty of, so I appreciate the lessons. The examples were very practical and useful, hopefully I will put them to good use on the next occasion. The trainer was very well prepared, enthusiastic, with great stories and examples. Overall, great quality, very comprehensive. Thank you.

*Claudia Rinciog
Symmetron Ltd*

- “ It was the best of this type of course I’ve attended. I found all elements beneficial, particularly conflict management and the success concept. It was a perfect balance of teaching vs interaction, with a nice touch of humour. I didn’t nod off once, Chris engaged me 100% for the full two days. I’m looking forward to applying what I’ve learnt and would highly recommend this course.

*Angela Appleby
Royal College of Psychiatrists*

- “ The course covered all aspects in just the right amount of depth. All content was relative to me but some more than others, this was very positive. The trainer was professional, current and interesting. I found Chris to be a very easy tutor to learn from.

*Scott Jahn
Evoke Creative*