

Personal Management Skills

- enhancing personal competence and confidence



Overview

There is no single tool or technique for achieving excellence at work or in life. Personal competence and confidence is attained through a combination of understanding yourself, how you act and react, how you deal with tasks, projects, challenges, and people. You must also have a good awareness of your strengths and limitations, knowing what you want to achieve and have a plan to succeed. Personal Management Skills will provide you with a range of tools and techniques you can use immediately that addresses the areas listed below, enhancing your personal effectiveness and performance in your current role.

Communicating with Clarity

Communicate clearly and concisely to ensure understanding, reduce misunderstandings, clarify expectations, action plans and solve problems.

Managing Time and Task

Understand the principles of time management, effectively managing time and tasks, becoming self organised and achieve results through effective goal setting, action planning and prioritising.

Influencing and Motivating Individuals

Assess people objectively, gaining will co-operation from others through enhanced interpersonal skills.

Team Working

Reflect upon the qualities and skills required to interact and communicate with others, solve problems and work effectively as part of a team

Customer Focus

Recognise personal strengths and limitations through enhanced self awareness, making the right impact with colleagues, management and customers

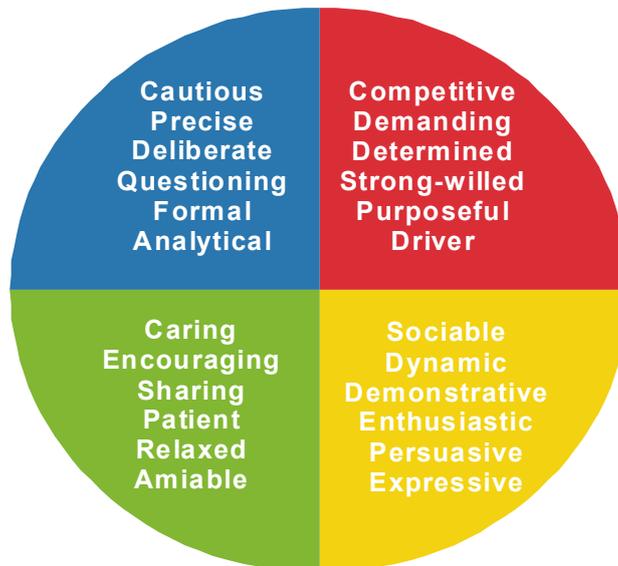
Developing Inner Self Confidence

Develop the inner self confidence to look and sound credible and positively influence people by making a professional impact

Why do this?

Research has shown that employee engagement is critical to creating a successful business and that customer engagement is the key to sustained profitability. How we engage with our customers, colleagues, staff and management comes from building a culture that is inclusive, open and authentic. You will learn how to make effective connections that build true relational partnerships. We will look at best practice through a variety of learning vehicles and organisations who have created an environment that encourages others to make changes and to unite behind a common purpose and shared vision.

Discovering how to do this and tapping into your own innate ability will give you a wider range of interaction methods and skills to influence the thinking and behaviour of others. As a result you will be significantly more able to engage with the people you come into contact with and build a more complete authentic version of yourself who thinks differently, behaves differently and positively changes for the better.



What will the benefits be for the individual and organisation?

The series of Master-classes will take the individual on a journey that will blend who you are with an understanding of how others see things and then give you skills to add the authentic elements to effectively re-program the subconscious to become more aware and more able to deliver on personal and organisational goals. Delegates will take away the result of knowledge share and transfer, why these changes are important and the skills and tools to implement them. Once they have this new capability they will focus on how to speak, behave and adapt to connect using a full sensory experience so every personal communication delivers the most effective outcome and ensures an ongoing relationship that feels great and works positively even when the going gets tough.

Experiencing this programme as a team will provide an opportunity to develop a high performance team culture, breaking down the barriers to effectively communicate and work together. Challenging and developing each other is seen by those good to great organisations (Jim Collins - Henley Management College 2012) as the core leadership competence that aspires and motivates individuals at all levels. Under-pinning competence across the team develops an inner self confidence and belief to push and stretch to achieve organisational change and objectives.

Programme Structure

This learning and development experience is delivered through 10 Master-classes each lasting two to two and half hours over a period of 10 to 12 months. Master-classes are scheduled approximately 4 to 5 weeks apart allowing time for delegates to implement the tools and techniques back in the workplace and embed their learning. This does not involve the writing of essays but simply making personal changes through the application of action plans.

During the course of the programme delegates would have implemented a range of personal action plans to encourage improvements in self-awareness, personal focus and drivers, managing time and tasks, understanding finance, personal image and branding, communication and interpersonal skills, team working and managing conflict, customer service and inner self confidence. Key to the development of these is the personalisation of the tools and techniques and understanding what works for us individually. Best practice and challenges are shared at subsequent Master-classes to underpin knowledge and enhance self-belief.

Making a Difference

An integral element of all Palladium Training development programmes is the Making a Difference (MaD) Project. Individual delegates are encouraged to implement a MaD project back in the workplace that allows them to apply their learning and make a difference for themselves, their team and the organisation. A MaD Project can be defined during this programme and an opportunity to share outcomes achieved within 90 days of the concluding master-class. The purpose of the project is to provide a measurable return on the investment made and hold each person accountable for implementing their learning.

Master-class Overviews



Foundations for Success

- Personal Image
- How we view others
- Other people's perceptions
- Developing your brand



The Clock and Compass

- Sorting the rocks from the gravel
- Defining our BIG Rocks
- The Quadrants of Time
- Balancing Importance verses Urgency



Personal Branding

- Key Result Areas & SMART Objectives
- LPT Personal Time Profile - identifying strengths and limitations
- Defining Success
- Personal Development Plan



Effectively Solving Problems

Understand creativity and innovation
 The Problem with Problem Solving
 Identifying and clarifying a problem and its impact
 Simple problem solving techniques



Communicating with Clarity

The Role of the Transmitter & Receiver
 Avoiding misunderstandings
 Actively listening
 Communicating across the colours



Influencing Others

Building Rapport
 Managing change
 Winning hearts and minds
 Closing opportunities



Wowing Your Customers

Exceeding your customer's expectations
 Understanding the customer and enhancing the consultative behaviours
 Creating a balance between being personable and professional
 Effectively communicating with the customer



Having Difficult Conversations

Dealing with complaints
 Identifying personal conflict management style
 Using a coaching style to defuse potential conflict situations
 Create win win outcomes



Creating a Positive Mind-set

Thinking-Feeling-Behaviour
 Our Personal motivators
 Being consistent
 Attitude verses Aptitude



Emotional Intelligence

Becoming emotionally stronger
 How to be more successful
 Positive leadership attitudes
 Creating an inner self-confidence



Making a Difference

Implementing change and/or improvement
 Embedding personal learning
 Developing competence and confidence
 Generating a measurable return

Example Schedule

The programme is delivered through ten Master-classes each being two to two and half hours in duration. These can commence at an appropriate time to fit with the organisations working hours. For example 8.00 to 10.00 or 16.00 to 18.00 to maximise the working day. Master-classes are normally pitched 2 to 4 weeks apart to allow for application back in the work environment and minimise impact of work pressures. A final Workshop (Making a Difference), provides an opportunity for delegates to provide feedback on change/improvement projects implemented after Master-class 10.

Master-class 1	January
Master-class 2	February
Master-class 3	March
Master-class 4	March
Master-class 5	April
Master-class 6	May
Master-class 7	June
Master-class 8	July
Master-class 9	August
Master-class 10	September
MaD Workshop	December

Investment

Total investment for this programme to be delivered on-site is £6200. This is inclusive of all the materials but excludes the costs associated with the conference facilities and ilm Accreditation and Certification (see below). Based on a group of 10 this reflects an investment of £620 per person.

ilm Accreditation (optional)

There are two options to gain ilm Accreditation and Certification:

- For an additional investment of £89.00 per person, and on successful completion of this programme, associated action plans and initiation of a Making a Difference Project, the Institute of Leadership and Management (ilm) will acknowledge the participant through the ilm Endorsed Award and full ilm membership for the duration of the programme which includes access to online support materials, study guides and career development support.
- For an additional investment of £129 per person, delegates can achieve the ilm Level 5 Unit Qualification - Managing Customer Relations.