

Personal Effectiveness

ClearCut
IT TRAINING

Duration: 1 day

Aims: The aims of this workshop are:

- To develop an understanding of assertive communication and how it can improve your personal effectiveness
- Create opportunities for practice of the skills required to gain attention, respect and to influence others in a positive manner
- Discuss how developing an increasing level of Emotional Intelligence can bring benefits at an individual and a team level

By the end of the course, delegates will be able to:

- Describe assertive, aggressive and passive communication and behaviours
- Recognise your own behaviours and respond confidently to aggressive or passive behaviours in others
- Discuss Emotional Intelligence and how this could increase your personal resilience and increase your personal effectiveness
- Understand your different communication styles and the impact they have on others and how other people perceive you