

Stress, Time, Delegation, Meetings and Email Management

Course Description

A 2-day intensive, interactive, reflective course that helps participants analyse their current use of working time and understand how to decrease their daily stress, use their time efficiently, regain control by actively managing emails, interruptions and phone calls, and manage meetings effectively. This course focuses on hands-on exercises, self-awareness and teamwork. It is suited to all staff members.

Content Outline

Stress Management:

What is stress?
What are the signals?
How to cope?
How to use stress actively?
Avoiding burnout

Time and Priorities Management:

How to make time work for you
Personal productivity
Setting priorities
Using checklists and deadlines
Goal setting

Delegation:

Why delegate?
How to delegate
Warning signs that you need to delegate (better)
The steps in delegating

Meeting Management:

Roles and Responsibilities
Is this meeting necessary?
The meeting process
Ground rules
8 steps to success

Email Management

Do's and Don'ts
Email Etiquette

Methods

The course is interactive, fun, and interesting. We keep the participants actively involved throughout these intensive 2 days, using a little theory, and then immediately practicing in a safe, comfortable environment. Participants walk out with real skills that they can start to apply immediately.