

## Critical Work-Effectiveness Skills

### Course Description

This unique course has been designed to deliver, in just 2 days, a **complete set of methods, tools, techniques and skills** that will make everyone much more effective at work.

In this course we have combined elements of consulting skills, project management, communications, decision-making and problem solving to create a **totally unique and exciting package** suited to all staff members and managers. The highly participative course includes hands-on workshops, case studies, exercises, self-awareness, teamwork and role plays.

### Content Outline

- Introduction and objectives
- Self-awareness – individual profiles, types, styles and needs
- Active listening and discovering real needs
- 10 Problem Solving methods – and when to use them
- Documenting a terms of reference and a proposal
- Good business writing practices
- Good presentation practices
- Influencing styles

### At the end of the course, you will be able to:

- Identify and apply effective behaviors in business relationships
- Use techniques and templates to determine problems and potential solutions
- Define and plan an activity or project for approval
- Document and present your proposals
- Use active listening and problem solving skills to listen to internal or external client requests and ask key questions to help clients discover their real needs
- Use different influencing styles

### 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. The course is taught by highly experienced practitioners.