

SELF MANAGEMENT: QUALITY RELATIONSHIPS AND RESULTS

This program is designed to help you take responsibility for developing effective interpersonal skills and work habits.

Training Goals:

What You Will Learn In This Course...

Today's workforce faces many challenges. New, improved technology results in changing job roles. Increased competition requires greater efficiency. Governmental and legal changes can impact an entire industry overnight. How do we handle these challenges? How do we produce quality work when we wonder what the future holds? This course on self-management will help you focus on the things you can change and eliminate the fears of what you can't change. Every employee has the incredible opportunity and responsibility to be a part of the solution. A solution that enables you, your department and your company to make strides for quality work and customer service. The choice will be yours.

- ◆ Consider six areas that are in your control and learn new skills to improve relationships and results.
- ◆ Learn what self-management is and how it can help you.
- ◆ Learn how assertiveness improves communication and results.
- ◆ Communicate clearly with your supervisor, peers, and subordinates.
- ◆ Develop credibility based on respect and trust.
- ◆ Identify the four phases every relationship passes through and how to get to the next phase.
- ◆ Implement a plan of action to take control of your attitudes and actions and become more responsible.
- ◆ Discover 15 interpersonal skills shared by successful people.
- ◆ Increase your flexibility to respond to multiple demands.
- ◆ Apply 5 simple steps to reach goals and improve progress.
- ◆ Understand the 7 basic steps of conflict resolution.
- ◆ Prioritize your time and make good decisions.



FOR MORE INFORMATION CALL 1-800-477-6031