

## Time Management

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Suitable for anyone who “never seems to have enough hours” in the working day and will benefit from more effective use of planning, recognising priorities and managing interruptions

Objectives:

Delegates will examine how they currently spend their time and learn strategies to help them prioritise, plan and delegate as well as how to deal with time-wasters

Content covers :

- Causes of poor time management
- Assessing priorities
- Planning and “to-do” lists
- Recognising urgent and important
- How to say “no”
- Managing interruptions
- Effective delegation

Programmes can be tailor-made to your specific requirements.

## Course Category

### Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

### Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

### Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

### Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

### Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

### Bite Size Training Tasters