

## Improving Professional Skills

### Overview

This intensive 1 day course provides delegates with the opportunity to learn key professional skills. The course covers a number of core skills in bite size chunks, tailored to the delegates needs.

### Target Group

This course is aimed at any personnel who wish to improve their general skills in the workplace.

### Objectives

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

- Identify effective key personal skills to maintain a professional approach
- Recognise the importance of effective communication skills
- Identify the impact pressure has and to understand the skills available
- Understand about effective self management
- Identify strategies to manage change proactively

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- **Understanding your role**
  - Key responsibilities
  - Key skills required
  - Organisational expectations
- **Communication skills**
  - Influencing & persuasion
  - Body language & Appearance
- **Personal Impact**
  - Assertiveness
  - Equality and fair treatment
- **Self-Management**
  - Time stealers and time management
  - Maintaining consistency & reliability
  - Self confidence
  - Taking responsibility for own actions
- **Managing pressure**
  - Identifying key pressure points
  - Managing stress
  - Anger management & emotional control
- **Managing change**
  - Understanding the reasons for change
  - The personal impact
  - Strategies to manage change positively

### Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.