

## Personal Skills for Professional Excellence

### Course Objectives :

- Recognise personality traits & apply strategies that will enhance personal & collaborative success
- Manage conflict & apply interpersonal strategies that will generate productive outcomes
- Apply basic tools and templates which instil creativity and innovation
- Appraise current team performance & diagnose action to generate improvement
- Synthesize ideas to construct an agenda for future personal leadership development

### Course Outline :

#### The Power of Self

- Building the positive self-image
- Establishing empowering beliefs
- NLP and the power of optimism to create the future you deserve
- The power of proactivity: the first competence on the road to excellence
- Psychological profiling: the science of personality and performance
- Professional competence: the added value you bring to the organisation

#### Creating Organisational Value

- Prioritization and time management: focusing on the critical objectives
- Taking control: essential tips for personal productivity
- Transformational objectives: From SMART performance to SMARTER performance
- Leading productive meetings work: managing appreciating and utilizing diversity
- Leading meetings with creative flair: thinking differently for new answers
- Project management overview and fundamentals: first steps

#### Adding Value through Relationship Awareness

- Micro political conflict in organisations: the transactional analysis perspective
- Personality traits, behaviours and conflict management
- Relationship Awareness Theory: managing my personal response to conflict
- Managing without confrontation: assertive communications
- Preparing for effective negotiating: influence and the characteristics of world class negotiators
- Generating Productive Outcomes: the Agreement Box model of 'win- win'

#### Harnessing Diversity and Creativity in the Team

- Valuing diversity: working with global, culturally diverse teams
- The value proposition afforded by High Performing Teams
- Avoiding dysfunctional performance
- Grounded theory: needs analysis evaluation of current performance
- Harnessing diversity for productive outcomes
- Aligning purpose, productivity and profitability



## Leading with Initiative: Being Proactive

- Being proactive and capitalizing on opportunity
- Leading from where you are in the organisation: building credibility
- Emotional Intelligence and outcomes
- Leadership styles and organisational climate
- Building Trust: the 4 C model to engage and empower others
- Course review and commitment statement

