



**Brisbane: Tuesday, 14 May 2019**

# Time Management

**A: 9.00am – 12noon** ◀

### Discover time management tools

Discover time management tools to help you work smarter instead of harder or faster and cope with meeting the demands of the modern day workplace.

In today's highly competitive business environment many people feel an increase in their workloads. Without time management training you are more likely to feel greater time pressures. To meet the demands of an increasingly competitive and demanding workplace, a time management course can be the extra step to help you gain an advantage and get more work done faster.

### KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Plan each day and be more in control of the daily activities.
- Prioritise activities to complete critical tasks and achieve organisational objectives.
- Set personal and organisational goals
- Organise desk/office space more efficiently.
- Manage daily interruptions in the form of phone, email or drop-in visitors.
- Use effective delegation techniques at the workplace.
- Manage meetings more effectively.
- Allow time for problem solving
- Manage emails more effectively
- Meet customer and client expectations

# Dealing With Difficult People

▶ **B: 1.00pm – 4.00pm**

### Would you like to learn ways to better manage difficult people?

The keys to dealing with difficult people are to focus on the immediate behaviour, diffuse the situation as quickly as possible and to understand why they are difficult.

This course is impartial and doesn't look for blame. It finds solutions and everyone leaves with a practical dealing with difficult people toolkit.

### KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Build rapport to generate relationships where none exists.
- Use reflective listening to gain an understanding of others.
- Develop self awareness and the willingness to change behaviour.
- View people as well intentioned.
- Plan your communication style and profile their personality style to reduce anxiety and stress levels.
- Understand what motivates other people.
- Use time management techniques to ensure your services are delivered on time.
- Avoid/Substitute vocabulary that can add fuel to the fire.

**Registration Form — To register, email this form to mail@preftrain.com**

Name:  Position:   
 Company:  Phone:   
 Email:   
 Visa  Mastercard  Card Number:                Card Expiry   /    
 Card holder Name:  Signature:   
 Invoice our Company:

Direct Deposit to BSB 063 270 Acct No. 10072387

**BRISBANE** Tues 14 May Saxons L11, 300 Adelaide Street Brisbane  Time Management \$360 ex GST  Dealing with Difficult People \$360 ex GST

Total No of seats

**Total for Training Programs:**  + GST