

# Personally Proactive™ Programme

*skills for business – skills for life™*

Highly practical and thought-provoking skills in complementary half-day workshops combined in a unique blend to help Your People become more **effective**, **confident** and **proactive**.

Ideally suited to two separate sessions of 2 days each, a couple of weeks apart.

## **Day 1 Introduction and Objectives Effective Communication**

- Getting it right and wrong
- Verbal & non-verbal
- Email & telephone
- Understanding personality types

## **Networking**

- Networking – at events and always
- Is your networking working?'
- Starting & ending a conversation
- Discussing business or not
- Your 'elevator pitch'

## **Day 2 Negotiation**

- Preparing & conducting
- Maintaining relationships?
- 'Negotiate with the emotions'
- 'Win-win or no deal'

## **Conflict resolution**

- Capitulate
- Remonstrate
- Escalate
- Negotiate

## **Day 3 Personal Leadership**

- Choose how you want to 'be'
- Perception & professionalism
- Assertiveness and aggression
- Credibility as a currency

## **Facilitation**

- Successful meetings & group discussions
- Discussing or telling?
- Building relationships
- Friend or foe – who's doing what?

## **Day 4 Public speaking**

- Using your voice
- Personal style
- Content & structure
- Effectiveness and persuasion

## **Debating**

- Thinking in the moment
- Sticking to your structure – always?
- Using time effectively
- Dealing with interruptions

For more information contact Scott Johnston at [sj@Personally-Proactive.com](mailto:sj@Personally-Proactive.com) or telephone 0141 632 1211

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# Rising Stars™ Programme

*Creating tomorrow's leaders, today™*

Add on the following essential management issues to the **Personally Proactive™ Programme** to give you **highly motivated, skilled managers** (whether junior or experienced), to drive Your Organisation or Your Business forward with confidence – building tomorrow's leaders and getting the best from your team.

Depending on the detail you are looking for, these additional elements will cover 2, 3 or 4 days.

## Employment Law Essentials

Basic but essential Employment Law for non-lawyers on these crucial (and potentially expensive) issues:

- Grievance and Discipline
- Bullying and harassment
- Discrimination
- Avoiding Employment Tribunals

plus

## Management Matters

Issues for all managers in the workplace, new or experienced, in a small team or large team:

- Recruitment and selection, including interviewing top tips
- Performance management & Appraisals
- Dealing with Stress at Work
- Absence management

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