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Effective Stress, Priorities & Performance Management in Workplaces in the Public Sector

Course Overview:

In an ever-increasing pace of Life and Business, it becomes even more important to remove stress and operate with heightened sensory acuity.

Firstly, most people deny that they are stressed or affected by internal or external factors. Secondly, the most important thing that you have is not money or other things, it is TIME, You can't save it, you can't stop it, and you will run out of it so why not learn how to use it properly. As the cost of stress to the employer continues to grow, organizations must recognize stress in their employees and train management to manage stress productively. A recent survey showed that 1 in 5 people report their work to be very or extremely stressful, citing the nature of their work, relationships at work, or their employer as the cause.

Course Objectives:

At the end of this course, the participants will be able to:

- Identify and reduce stress in themselves and others
- Develop ways of Managing the most important element: TIME
- Take charge of their state of mind
- Maximize performance and motivation at work
- Improve health and happiness
- Have a positive economic impact on individual and team performance
- Use NLP to change the way they think
- Identify and deal with the causes of stress and how time affects you and others
- Resolve inner conflict and reduce negative internal dialogue
- Release their full potential and achieve well-formed goals continuously
- Learn to Reframe situations and always see the positive

Course Coverage:

Topic 1: Managing Your Job:

- Managing yourself and the resources at your disposal

- What are you and your team trying to achieve?
- Defining your objectives and key result areas
- Establishing responsibilities and priorities

Topic 2: Practical Time Management & Planning Activities:

- Effective use of diaries, time planners, time logs, etc.
- Criteria for prioritizing – urgent and important
- Planning and scheduling your activities
- Dealing with interruptions and distractions – staying focused
- Managing time under pressure
- Developing a proactive approach to short, medium and long-term plans

Topic 3: Managing Yourself:

- Investing time and effort to achieve more in the future
- Your time management behaviour – preferred working styles
- Personal Effectiveness – a guide to Self-discipline
- Highlighting personal ‘time-stealers’ and areas of weakness

Topic 4: Managing Others & Meetings:

- Managing people managers, colleagues, team members and customers
- Getting more things done through assertive behaviour
- Making the most of meetings as a participant or chairperson

Topic 5: Effective Delegation:

- The rules of effective delegation - overcoming personal preferences and prejudices
- Using delegation as a means of coordinating the workload of your team/department
- Freeing up your time
- Developing staff

Topic 6: Ongoing Self-Development:

- Reviewing your management of time at regular intervals
- Overcoming your old habits
- Maintaining your new standards

Topic 7: Communicating with Excellence Getting Results:

- The Rules of Communication
- Overcoming personal attitudes
- Stereotypes, Prejudices and Beliefs
- Why people do what they do and Influencing for Results

Topic 8: Managing Pressure in the Workplace:

- Moving from reactive to proactive
- Working to prioritise when everything is urgent
- Taking control through planning and time management
- Managing conflicting demands from more than one person

Topic 9: Understanding Stress and its Causes:

- What is stress? - Recognizing the physical and behavioural signs, Stress in the mind and body
- What contributes to workplace pressures? – The top ten causes
- The impact of stress on personal performance – the positive and negative effects of stress
- Recognizing the signs of stress in ourselves
- Maintaining an effective balance between home and work
- How gaining control of your Mind can reduce or eliminate stress
- The symptoms of short-term and long-term stress
- Recognizing your stress response and that of others
- Learning to recognize your stress level and key stressors
- The major causes of stress at work and home
- How to develop self-belief to overcome stress
- When stress aids performance and when stress detracts from performance

Topic 10: Different Stress and Behavioral Patterns:

- Learning behaviour types: passive, aggressive, passive-aggressive and assertive
- How conscious and sub-conscious thinking affects behaviour
- Developing self-assertiveness to achieve greater control over stress
- Improving your communication skills to manage aggression, stress and conflict with others

Topic 11: Handling Stress Positively, A Positive Mindset:

- Stress handling strategies for you and your team
- Maintaining an effective balance between home and work
- Changing your mindset – seeing the positive side of change in the workplace
- Motivating yourself and others under pressure
- Developing a preventative rather than remedial approach to team problems
- How the Mind Focus techniques can reverse negativity into positive action

Targeted Groups:

- Managers, Supervisors, and Team Leaders
- HR Professionals
- Employees from all departments and managerial levels