

Time management and personal organisation

time to be available

Audience

Members of customer service departments, fulfillment, after-sales support, whose face-to-face contact with customer bases is limited.

Programme

- Leadership & management
- Sales & commercial negotiation
- Training, consulting & coaching

Personal development

Methodology

Instruction, discussion and role plays - *in groups of on average 10 participants* – in order to capture and understand various forms of behaviour and styles of communication

To what extent do you believe that an elegant leather timer (and its e-quivalent) can increase your availability?

If the answer is 'absolutely', then we can reassure you that these tools, and user guidelines, form part of this programme.

Only part.

Because we adopt as our theme the underlying *attitudes* that drive an organised human being.

Participants will quickly discover an overriding principle. The more we are on track and selective in our private environment, the more we will be so in the very public environment of the workplace. And the better we stabilise both, the more stabilised and stabilising an influence we will be.

Time management and personal organisation in the future will not just be about maximising the productivity and availability of a new generation.

It will be about maintaining their *loyalty* to their employer.

So whether you consider time management and personal organisation to be urgent, important, or indeed both, we invite you to subscribe to an experience which propels the expression 'personal organiser' into a new dimension.

Benefits



- Increased personal availability
- Learning to say NO
- Improved delegation
- Optimised planning
- Managing the important and/or urgent
- Handling information and "seeing" the future
- Creating personal enjoyment in the use of one's time

Solutions for individuals and companies

In-company customised solutions

Inter-company training and coaching

Content

Day 1

- The 4 Pillars of Time
- How to say NO
- The “T” reflex
- Making objectives concrete
- Urgent and Important
- Managing “Floating Squares”

Day 2

- Time relativity: internal and external clocks
- Dealing with information: the “Zero Paper” concept
- Planning “Anti-Activities”
- Handling the unforeseen
- Tools for personal organisation: Action Timer and Block Timer

Day 3

- Delegation: the levers and barriers of manager and employee
- Organising short and effective meetings
- The annual planning process
- The video of my life: doing what I have decided to do

Training methodology at a glance



3-5 weeks application on the job

