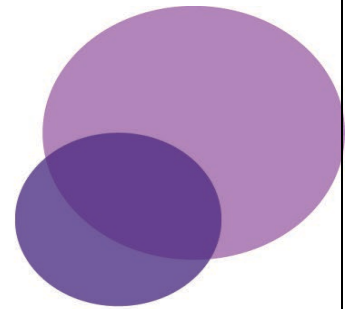


logic health

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Stepping Hill

21st February 2022

6 CPD points

Time Management, Conflict Management

Course Outlines including agenda and Learning Outcomes:

Time Management, Conflict Management

Objectives:

By the end of today's programme, delegates will be able to:

- Identify a definition of time and the Personal Effectiveness Cycle. This will give a framework to establish the use of time.
- Understand the difference between Response and Discretionary time which will provide ideas to identify more available time.
- Understand the priority matrix which will help to identify objectively those tasks that are Urgent and Important and those that are not.
- Explore how to say 'no' assertively without feeling guilty.
- Have the opportunity to prepare a detailed Action Plan which sets SMART objectives, activities with timescales. Together with the Record of Learning and the Action Plan, a method of transferring learning back to Professional Life is available.
- List and prepare 5 ways to deal with conflict using the 5 Thomas Kilman roles
- Examine the difference between Assertive, Submissive & Aggressive Behaviour. This will allow participants to reflect on their current style and what would be appropriate during future situations.

- **Programme agenda:**
- Welcome, introduction, review personal objectives
- The Personal Effectiveness Cycle
- Response and Discretionary Time
- Time Management Priority Matrix
- Setting priorities and Delegation
- Submissive, Assertive and Aggressive Behaviour
- Saying 'no' effectively
- Excellent time management techniques: Setting goals, The Pareto Principle, Using lists, Procrastination
- The 5 Thomas Kilman roles for conflict management
- Having a pro-active approach to conflict
- How to deal with stress caused by conflict