

professional development portfolio

Managing Your Behaviour at Work

Understanding what shapes our own behaviour can be very useful, not only because it can help us understand and motivate ourselves more easily, but because our behaviour affects our relationships with our colleagues.

This course will look at four key areas of behaviour and helps the learner to understand how they can interpret and shape their own behaviour to improve their performance in the workplace.

Managing Your Behaviour at Work enables the learner to:

- Recognise the signs of stress
- Develop techniques for preventing and managing stress
- Understand the causes of anger
- Control anger and express it appropriately
- Work constructively with people who annoy them
- Recognise the characteristics of low self confidence
- Learn techniques for increasing confidence, assertiveness and motivation
- Understand how to deal with bullies
- Be aware of their own and other people's body language and its role in communication
- Understand some of the cultural differences in body language



Learning outcomes

Handling stress

- How do I anticipate and recognise stress?
- How do I cope with stress?
- How can I reduce stress?
- Can stress improve my performance?

Managing anger

- What causes anger?
- Is it acceptable to express my anger?
- How can I express anger constructively?
- How can I deal with my anger?
- How do I work constructively with people who annoy me?

Building confidence

- What are the characteristics of low self confidence?
- How can I increase my confidence?
- How can I be more assertive?
- How can I increase my motivation?
- How can I deal with bullies?

Body language

- What is body language?
- What are the four basic modes?

- How do I make a good first impression?
- How can I get the most out of others?
- Are there any cultural differences?

Target audience

This course is designed to appeal to people in all functions at all levels.

Less experienced people may not have considered these topics before and will find significant improvements in the way they operate and in their overall effectiveness.

More experienced or senior people will value the opportunity to spend time on these critical issues discreetly.

Duration: 3 hours

Additional services

Tailoring: ensure this course is relevant and engaging by tailoring it to the needs of your professional community or company.

See also: *Managing Workload, Negotiation Skills, Managing Relationships, Networking Skills, Effective Communication, Project Management, Problem Solving.*