

Personal Development



ITaSKCIC

Course Manual

Awareness Development

Workshops

ITaSKCIC. Staff & Personal Development Training.



can do it.

Assertiveness



Training to develop a concept of not feeling you have to say yes to everything, realisation that you can give your opinions confidently effectively get your point across without aggression.



Body Language



Our aim is to provide an understanding of the basics of body language and to enhance the awareness of the learners in situations where body language may provide clues as to the attitude or state of mind of a person. Good job interview techniques.



Business Phone Skills




Whatever the business conducted over the phone, poor telephone skills are a quick and easy way for you to lose a lot of customers. Good telephone handling skills are vital in building relationships This course shows you the accepted “Do’s” and “Don’ts” when it comes to telephone skills,



Change Awareness



This workshop is all about Personal Change Management. Change management entails thoughtful planning and sensitive implementation and above all how change affects people.  Accredited.



Communication is a skill



Find out how we can help develop your communication skills, promote your awareness of people and situations as well as enhance your skills for creative ideas, problem solving and social media. Level 1 certified course.



Confidence Building for Job interview



With a focus on how you interact with others at interviews, this course also looks at effective ways to get your message across and handle difficult situations, while building confidence. If you want the best possible chance of success at your next interview, you must learn how to prepare for your interview. Answer questions convincingly. Know how sell yourself successfully.



Equality and Diversity

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Equality and Diversity training will provide an overview of current legislation. The workshop itself involves participation to gain an insight of the Equality and Diversity Act 2010. This course will show that delegates have an increased appreciation of the importance of equality and diversity and are able to define and identify different types of discrimination.



Goal Setting the SMART way.

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To provide an understanding of SMART goal setting and to enhance the awareness of our learners in relation to achieving desired outcomes, focus, action, feedback and learning. Goals are a form of motivation that sets the standard for self-satisfaction with performance. Achieving the goal one has set for oneself is a measure of success and being able to meet job challenges is a way one measures that success.

	Self	Social
Recognition	<p>Self Awareness</p> <p>Self-Confidence Emotional Self Awareness Accurate self Assessment</p>	<p>Social Awareness</p> <p>Empathy Organisational Awareness Understanding the environment</p>
Regulation	<p>Self Management</p> <p>Self-Control Trustworthiness Conscientiousness Adaptability Drive and motivation Initiative</p>	<p>Social Skills</p> <p>Influence Inspirational Leadership Developing others Influence Building bonds Team Work and Collaboration</p>

Emotional Intelligence

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Self-Awareness – an insight into emotions, confidence and trust
 Self-Management – This is the ability to control emotions and impulses. Be comfortable with change, integrity, and the ability to say no.
 Motivation – How to welcome a challenge, be productive and are very effective
 Develop Social Skills – It's usually easy to talk to and like people with good social skills, another sign of high emotional intelligence. Those with strong social skills are typically team players. Rather than focus on their

own success first, they help others develop and shine. They can manage disputes, are excellent communicators, and are masters at building and maintaining relationships.



Image and Hygiene



First impressions are very important - they can be about attitude as well as dress. Visual impact is at least as important as verbal impact, people will very quickly make assumptions based on the clothes you wear, how well groomed you are and your body language.

JUST



Just stay Calm



Communicating calmly and efficiently when tensions rise and keeping control: To engage learners in the art of staying cool: How to defuse potential unwanted confrontation through communication and not lose one's own temper.



Leadership Style



To enable participants to analyse their own leadership style, it also provides the opportunity to determine methods of building a motivated and productive team. The more leadership styles you have, the more situations you can handle. This 2-day Leadership training course increases your awareness of your current

leadership style and abilities. You will also appreciate the impact your leadership style has on those who work with you and gain an understanding of personal effectiveness.



Motivation to Succeed.



The motivational course will cover: motivation factors, motivation tools, distractions, focus and reward. Our objective is to can give the delegates an insight on how to be more strategic and more successful in their job search.



Social Media Skills



Social Media and Job hunting

This workshop looks at how beginners can get the most out of job hunting through social media sites. Use top social and professional networking sites to enhance your career and boost your job search skills. There is also a demonstration of how to set up email for job application.



Team Skills and being effective



A good team player has the team goals clear in their mind and works with others to achieve them. They are open and honest, and offer constructive suggestions and listen to others. This course shows you how to develop and highlight these skills on your CV and application forms, and talk about them in interviews.



Time Management



This course will examine the acts and processes of planning and exercising conscious control over the amount of time spent on specific activities, especially to increase effectiveness, efficiency or productivity.