



## Developing personal skills for higher achievement

### Who is this workshop for?

This course will be suitable for receptionists and dental nurses and is limited to 20 delegates

### What is the workshop about?

This workshop is about improving personal and professional skills in order to meet the challenges of a changing career in the provision of health services. During the workshop we will look at a series of inspirational aspects of self-management from empowerment, positive self image, creative thinking and motivation.

#### What are the learning objectives?

By the end of the workshop delegates will be able to:

- Demonstrate an understanding of the communication cycle and barriers to effective communication.
- Determine their own thinking style and how to adapt it to suit challenging situations.
- Show what is meant by empowerment and be able to apply self empowerment techniques.
- Demonstrate an understanding of motivational theory and how to apply aspects of this at work.

#### What should I expect to gain from the day?

- You will leave the workshop with a better understanding of empowerment and motivation.
- You will have learned about your own personality, how you react under pressure and how to improve your response.
- You will acquire some knowledge of the topic of motivation and how to utilise it at work.

### Workshop outline and key topics covered

The workshop commences by considering how we think, and develops the theory that 'thought should proceed all actions'. We look at the importance of conscious thought and the impact of how our subconscious thoughts sometimes determine how we react under pressure. During the morning session we will spend some time looking at self empowerment and discover how it is important for us to release ourselves from other people's expectations, and also look at some exercises around building a healthy self-esteem.

In the afternoon there will be a session on communication skills aligned to motivation. Through practical exercises we will discover how communications can go awry and also begin to understand the power of words and also why praise is so important. During the final session of the afternoon we will look at some tools and techniques for the development of motivation. Delegates will go away with a toolbox of techniques which can easily be applied to improve their personal and professional performance.

Registration will commence from 9.00am, the meeting will begin at 9.15am and will finish at approximately 4.15pm. This course is generally regarded to provide 6 hours of CPD