



Time Management Course Brochure

1 Day Practical Workshop



Contents

- Course Overview 2
- Why Choose DCM Learning 3
- Course Objectives & Benefits 4
- Course Content5
- Trainer Profiles6
- Who We Work With9
- Contact Details 10



The Right Fit.....For You

Our Time Management Course has been designed to help learners enhance their existing skills and prioritise their workload, avoiding distractions and reducing the feeling of being overwhelmed.

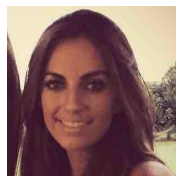
Our one-day **Time Management** course will show learners **how and where their time is lost and what impact that has on themselves and others.** The course also looks at **how you can manage tasks and control your stress levels** during busy periods, when your workload seems out of your control.

At the end of the course you will leave the course with **actionable tips and processes for managing your time and environment** to support your best work.

All of our training sessions are highly interactive and include facilitated discussions, group workshop activities, case study and role play exercises.

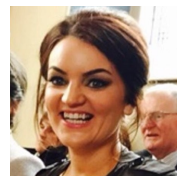
"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



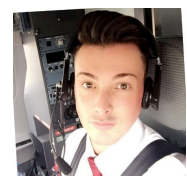
"We are all very happy with the training carried out last week & will definitely be in contact in the future."

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Time Management Course

DCM Learning's Time Management Course shows learners how and where their time is lost and what impact that has on themselves and others and more importantly offers real life, practical skills, aimed at successfully managing their time in the real world.

Specific reasons to choose this course:



Experienced: We have trained over 243 individuals successfully in Time Management over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered the Time Management programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





1 Day Time Management Course

COURSE OVERVIEW

This is a highly practical course, which shows learners how and where their time is lost and what impact that has on themselves and others. The course also looks at how staff can manage tasks and control their stress levels during busy periods, when their workload seems out of their control.

During the session, we will focus on how to prioritise your workload and avoid distractions to reduce the feeling of being overwhelmed. We will look at techniques to help learners make sure all their day to day tasks are complete and nothing is overlooked. As well as identifying their personal 'time-stealers' and how they can tackle these going forward.

Learners will leave the course with actionable tips and processes for managing their time and environment to support their best work.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Identify and avoid their own personal time stealers
- Understand the importance of creating time to plan
- Delegate effectively so they don't feel overloaded
- Reduce stress and improve their well-being by being more in control of their workload
- Have a personal action plan to implement back on the job

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: DEFINING TIME MANAGEMENT

- What do we mean by time management?
- Benefits of effective time management
- Good versus poor time management
- The three routes to time management

TOPIC 2: MANAGING YOURSELF

- Your role responsibilities and priorities
- Identifying your personal time stealers
- Setting SMART goals and objectives for yourself
- Dealing with common distractions - Interruptions/emails/phone calls
- Techniques so all day to day tasks are complete and nothing is over looked
- When and how to say 'NO' assertively

TOPIC 3: PLANNING AND PRIORITISING

- Using off peak times to plan for busy periods
- Planning tools and techniques - tasks; to do lists; daily plans
- Prioritising tools and techniques - urgent versus important
- The delegation process

TOPIC 4: MAKING IT WORK

- Practical exercise to review your time issues
- Creating your personal action plan



Ann O'Brien

Training Associate

Ann O'Brien is among Ireland's most experienced and successful trainers in Customer Care and Communication Techniques. She has over fifteen years of involvement with some of Ireland's largest and most dynamic companies.

Ann had a pioneering role in the formation and successful development of Banking 365, Bank of Ireland's award-winning telephone banking service, which registered 98% satisfaction rating within one year.

Extensive group participation, team building and motivational exercises are central to all of Ann's training programmes. While providing highly effective customer care training, Ann simultaneously motivates learners and gives them a renewed sense of confidence and pride in their new roles.

Some of Ann's achievements include:

- Played an instrumental role in Banking 365 winning the following accolades at the Irish Call Centre of the Year Awards over the years including Best Customer Service Delivery (twice) and Call Centre of the Year
- Programme Coordinator, Irish Management Institute
- Diploma in Management, Irish Management Institute

"Ann O'Brien is a wonderful, experienced, sincere and motivating trainer. Honestly I couldn't say enough good things about her. My team is buzzing this morning. They are motivated and enthusiastic and implementing the new learnings!"

Sarah Hamilton Young, Customer Service Manager, Xtratherm

Xtratherm
More than insulation



Brendan Murphy

Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

"Many thanks for this and for your excellent facilitation of the session. My colleagues and I were very pleased with the programme and several of them asked me to commend you for the way in which you managed the morning."

Graeme M. Warren, Head of School of Archaeology, UCD





Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

- ☎ 01 5241338
- ✉ dublin@dcmlearning.ie
- 📍 Guinness Enterprise Centre

CORK

- ☎ 021 2429691
- ✉ cork@dcmlearning.ie
- 📍 Atrium Business Centre
Blackpool Business Park

DROGHEDA

- ☎ 041 9865679
- ✉ drogheda@dcmlearning.ie
- 📍 24 Laurence Street
Co. Louth