

# Personal Effectiveness Course Brochure

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2 Day Practical Workshop



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# The Right Fit.....For You

**Today's office professional is under pressure to take on more responsibility, juggle more tasks and work for more than one manager or team.**

Our two day **Personal Effectiveness** course provides practical guidance and it will help you to **enhance your personal effectiveness through improved self-awareness, setting SMART goals and objectives**, effective communication, assertiveness, self-confidence and networking.

The course will enable you to understand how to **improve your working relationships with your team members.**

You will leave the course with a **personal action plan identifying key changes to make and skills to practise** to build your self-confidence.

This is a highly practical course and scenario based exercises and group discussions will be used throughout to allow learners gain a **better understanding of how personal effectiveness principles apply** in practice.

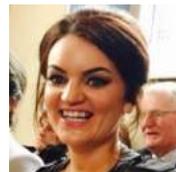
*"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."*

**Marcin Cesarz, Lead Business Analyst, AIB**



*"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 This Course

DCM Learning's Personal Effectiveness course provides practical guidance and it will help you to enhance your personal effectiveness through improved self-awareness, setting SMART goals and objectives, effective communication, assertiveness, self-confidence and networking.

## Specific reasons to choose this course:



**Experienced:** We have trained over 257 individuals successfully in Personal Effectiveness 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 our Personal Effectiveness 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.



Banc Ceannais na hÉireann  
Central Bank of Ireland  
Eurosystem



INTERNATIONAL





# Personal Effectiveness Course Outline

## COURSE OVERVIEW

This Personal Effectiveness course provides practical guidance and it will help you to enhance your personal effectiveness through improved self-awareness, setting SMART goals and objectives, effective communication, assertiveness, self-confidence and networking.

The course will enable you to understand how to improve your working relationships with your team members.

You will leave the course with a personal action plan identifying key changes to make and skills to practise to build yourself-confidence.

## LEARNING OUTCOMES

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

- Recognise and acknowledge your strengths and areas for development
- Manage your stress levels and improve your efficiency at work
- Communicate more effectively
- Be more assertive and confident with your work colleagues
- Use persuasion and influence to achieve your objectives
- Set a personal action plan with achievable goals

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



# Course Content

## TOPIC 1: GETTING FOCUSED & HOW YOU WORK

- Identifying your organisation's values and objectives
- Supporting your manager's/team's objectives
- Working to your own goals and objectives
- Personal SWOT - identifying personal strengths and development areas
- Building on your strengths and exploring personal potential
- Understanding and developing methods to cope with stress

## TOPIC 2: EFFECTIVE COMMUNICATION SKILLS

- What impact does your communication have on others?
- Verbal communication, personal image and body language
- Identifying and overcoming the barriers to effective communication and relationship building
- How to communicate not just inform
- Effective questioning and listening

## TOPIC 3: DEVELOPING YOUR ASSERTIVENESS & CONFIDENCE

- How your behaviour impacts on others
- Defining and understanding assertive behaviour and its value
- Putting assertiveness into practice
- Saying no confidently without guilt
- Developing your level of confidence



# Course Content

## TOPIC 4: PERSUADING AND INFLUENCING OTHERS

- Influencing others to achieve prompt response and deadlines
- Voicing your views, ideas and requests in a persuasive manner
- Gaining cooperation from others and minimising conflict

## TOPIC 5: HANDLING DIFFICULT SITUATIONS

- Dealing with and preventing conflict
- Respecting the rights, feelings and dignity of others
- Communicating difficult or personal news



## Andrew Gibson

Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

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*"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"*

Alan Grogan, Programme Manager, Arthur Cox

**ARTHUR COX**



## 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

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*"The course was brilliant and the content was very relevant to the group. Brendan was excellent in delivering this training and it made the topic very enjoyable."*

**Fionn Hanratty, Engineer, Irish Aviation Authority**





# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Personal Effectiveness 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
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		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](mailto:dublin@dcmlearning.ie)
- 📍 Guinness Enterprise Centre

**CORK**

- ☎ 021 2429691
- ✉ [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)
- 📍 Atrium Business Centre  
Blackpool Business Park

**DROGHEDA**

- ☎ 041 9865679
- ✉ [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)
- 📍 24 Laurence Street  
Co. Louth