

# Managing Pressure and Conflicting Demands

## Overview

**In today's work environment we are constantly under pressure to juggle different colleagues' needs, dealing with several different projects at once or having to adapt to changing priorities.**

This course provides practical guidance on managing relationships and dealing with conflicting needs effectively in order to improve and maximise performance in the workplace.

## Is it right for me?

Suitable for PAs, Secretaries and Administrators having to deal with conflicting demands who are keen to maximise their effectiveness and increase their assertiveness.

## What will I learn?

By the end of this course you will be able to:

- Manage conflicting demands more effectively
- Manage your pressure levels and improve your efficiency
- Communicate more effectively
- Be more assertive and confident with your work colleagues
- Prioritise your workload to meet expectations
- Identify and remove time stealers

## Pre-course activity

This course requires the completion of a pre-course questionnaire in order that we can ensure that the course focuses on your key issues and needs, and those of your manager. We will request that you complete a learning styles questionnaire also, so that the trainer can adapt his/her approach to your style.

## What will it cover?

Prioritising to Get Results

- Strategies to avoid the traps we fall into when under pressure
- Key guidelines for prioritising successfully
- Examining the difference between urgent and important tasks

Dealing with Conflicting Demands

- Coping when everything is urgent
- Choosing your attitude
- Staying positive under pressure

Removing Time Stealers

- Staying in control – proactive versus reactive

- Identifying and removing time stealers
- How to deal with interruptions

#### Communicating to relieve pressure

- Developing confidence in difficult situations
- Communicating assertively to get results
- Saying no without feeling guilty