#### TRAINING



Meeting the needs of the new global marketplace with a flexible, total-systems approach

## Workload Management

The modules in this skill area help individual contributors excel in today's fast-paced, sometimes chaotic workplace.

# Identifying Work Priorities and Setting Verifiable Goals™ (Leadership for Results®, 4 hours)

Today's managers and individual contributors often take on many different cross-functional, project-related, short- and long-term tasks, activities, and responsibilities. And the work often comes from many sources. As a result, both managers and individual contributors need to step in from time to time and ask themselves two questions:

- What should my high-priority responsibilities be right now?
- How will I, and others, know how well I'm performing?

This module consists of two closely related processes. The first helps people prioritize their work according to key results the organization is trying to achieve. The second helps formulate clear goals that have high payoffs for the organization and use objective terms that support verification of results.

### Managing Your Priorities™ (Leadership for Results®, 4 hours)

Rapid change, flatter organizational structures, and cross-functional duties mean employees today must assume greater responsibility for managing their own tasks. To do that successfully, they need to be able to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others.

The activities in this module provide the awareness and skills participants need to make better decisions about their daily work. Participants learn techniques that help them deal with complex interpersonal interactions, build strong work relationships, and increase their overall productivity, even in an environment in which changing priorities is a daily reality.

### Personal Strategies for Navigating Change™ (Leadership for Results®, 4 hours)

In today's workplace, employees are experiencing tremendous changes in organizational strategies, in the way work gets done, and in the way people work together. These changes present new demands and challenges for every individual in the organization. Without personal strategies for dealing productively with change, employees can become overwhelmed and communication can break down.

This module provides an effective approach to navigating change that people in any organization can use. Participants explore skills that help them deal with change both individually and interpersonally, and they develop strategies to deal effectively with a change that's difficult for them.



#### About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. We are a single resource for aligning employee performance with organizational strategy through training and consulting solutions in sales performance, customer service, leadership and teamwork.

With 75 offices in 43 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you, too.



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