



*Training Course:  
Priority Management: Optimising Time,  
Workflow & Productivity*

*13 - 24 July 2026  
Milan (Italy)*

## Training Course: Priority Management: Optimising Time, Workflow & Productivity

Training Course code: PS1123 From: 13 - 24 July 2026 Venue: Milan (Italy) - Training Course Fees: 9450 € Euro

### Introduction

In an ever-increasing pace of Life and Business, it becomes even more important to remove stress and operate with heightened sensory acuity. As the cost of stress to the employer continues to grow, organizations must recognize stress in their employees and train management to manage stress productively. A recent survey showed that 1 in 5 people report their work to be very or extremely stressful, citing the nature of their work, relationships at work, or their employer as the cause.

It has been stated, that "The ability to communicate well" is ranked the number one key to success, by leaders in business, politics and the professions. To be really successful in business, it is essential to learn, appropriate, practice and develop, vitally effective communication skills, both on a one-to-one basis, and to small and large groups. This two-module course covers these strategic areas in a unique, proactive manner, and result in top-quality performance.

Participants attending this course will:

- Identify and deal with the causes of stress and how Time affect you and others
- Increase self-confidence and increase personal motivation
- Understand communication and persuasion and what impact they have on an organization's ability to function.
- Be able to use communication and influence to improve an organization's productivity, profitability, morale, etc.
- Have Increase self-awareness and develop the skills to deal confidently and professionally with colleagues and customers

The course is split into two modules:

MODULE I - Setting Priorities, Time Management & Stress Reduction: Managing Stress & Pressure at Work

MODULE II - Personal Effectiveness & Influencing Skills: Communicate, Negotiate, Influence & Persuade

Each module is structured and can be taken as a stand-alone course; however, delegates will maximize their benefits by taking Module 1 and 2 back-to-back as a two-week course.

### Course Objectives

In this course, delegates will be able to:

- Actively identify and reduce stress in themselves and others

- Develop ways of Managing the most Important element - TIME
- Maximizes performance and motivation at work
- To see how every area of life is affected by Communication
- To upgrade their personal communication and presentation skills

## Target Audience

This program is designed for:

- Managers, supervisors, and team leaders responsible for managing people, performance, and workplace pressure.
- Professionals seeking to improve their time management, productivity, and personal effectiveness.
- Employees working in high-pressure environments who need to manage stress and maintain performance.
- Customer-facing and client-handling professionals who require strong communication and influencing skills.
- HR, training, and development professionals aiming to enhance employee well-being and workplace communication.
- Individuals aspiring to strengthen their self-management, communication, and persuasion capabilities for career growth.
- Middle and senior-level professionals looking to balance operational demands with leadership and interpersonal effectiveness.

## Course Outlines

### Module I

#### Setting Priorities, Time Management & Stress Reduction: Managing Stress & Pressure at Work

#### DAY 1

#### Managing Your Job

- Managing yourself and the resources at your disposal
- What are you and your team trying to achieve?
- Defining your objectives and key result areas
- Establishing responsibilities and priorities

#### Practical Time Management & Planning Activities

- Effective use of diaries, time planners, time logs, etc.
- Criteria for prioritizing - urgent and important

- Planning and scheduling your activities
- Dealing with interruptions and distractions - staying focused
- Managing time under pressure
- Developing a proactive approach to short, medium and long term plans

## DAY 2

### Managing Yourself

- Investing time and effort in order to achieve more in the future
- Your time management behavior - preferred working styles
- Personal effectiveness - a guide to self-discipline
- Highlighting personal "time-stealers" and areas of weakness

### Managing Others & Meetings

- Managing people managers, colleagues, team members, and customers
- Getting more things done through assertive behavior
- Making the most of meetings as participant or chairperson

### Effective Delegation

- The rules of effective delegation - overcoming personal preferences and prejudices
- Using delegation as a means of coordinating the workload of your team/department

### Delegation

- Freeing up your time
- Developing staff

### Ongoing Self-development

- Reviewing your management of time at regular intervals?
- Overcoming your old habits - maintaining your new standards?

## DAY 3

### Communicating with Excellence Getting Results

- The Rules of Communication - overcoming personal attitudes. Stereotypes, Prejudices and Beliefs
- Why people do what they do and Influencing for Results

### Managing Pressure in the Workplace

- Moving from reactive to proactive
- Working to priorities when everything is urgent
- Taking control through planning and time management
- Managing conflicting demands from more than one person

## DAY 4

### Understanding Stress and its Causes

- What is stress? - Recognizing the physical and behavioral signs, Stress in the mind and body
- What contributes to workplace pressures? - The top ten causes
- The impact of stress on personal performance - the positive and negative effects of stress
- Recognizing the signs of stress in ourselves
- Maintaining an effective balance between home and work
- How gaining control of your Mind can reduce or eliminate stress
- The symptoms of short term and long term stress
- Recognizing your individual stress response and that of others
- Learning to recognize your stress level and key stressors
- The major causes of stress at work and at home
- How to develop self-belief to overcome stress
- When stress aids performance and when stress detracts from performance

## DAY 5

### Different Stress and Behavioural Patterns

- Learning behavior types: passive, aggressive, passive-aggressive and assertive
- How conscious and sub-conscious thinking affects behavior
- Developing self-assertiveness to achieve greater control over stress
- Improving your communication skills to manage aggression, stress and conflict from others

#### Handling Stress Positively, A Positive Mindset

- Stress handling strategies for you and your team
- Maintaining an effective balance between home and work
- Changing your mindset - seeing the positive side of change in the workplace
- Motivating yourself and others under pressure
- Developing a preventative rather than remedial approach to team problems
- How the Mind Focus techniques can reverse negativity into positive action

#### Module II

##### Personal Effectiveness & Influencing Skills: Communicate, Negotiate, Influence & Persuade

#### DAY 6

##### Personal Inner Communication Essentials

- What is Communication?
- What does effective communication mean?
- Understand the 3 major levels of Communication .
  - Intra- Personal with Oneself.
  - Inter-Personal with another Individual.
  - Inter-Active synergy with a group of persons.
- Appreciate the different "fields of experience."
- Discover the power of Non-Verbal Communication.
- Study the 8 Non-Verbal empowerments.
- Understand why your personal Self-Image has a great deal to do with your presentation, language, style,

and content.

- Controlling your subconscious mind to communicate effectively.

## DAY 7

### Understanding Communication and Persuasion

- Understanding the communication cycle.
- Analyze the Communication Pyramid.
- Know the power of words in the communication process.
- Discover the powerful I-A-D-A communication format.
- Understanding the brain, during the communication process.
- Understand the keys to successful public speaking.
- How to develop and present a vital speech.
- How to dress professionally and appropriately.
- Find out the right and wrong ways in body posture.
- How to use your voice effectively.
- Discover the power of illustrations and stories.
- Learn how to overcome Public speaking fears.
- How to listen actively and respond accordingly.
- Know the power of influence.

## DAY 8

### Communicating and Presenting Effectively

- Learn how to organize your presentation.
- How to prepare and present a computer / Power Point presentation etc.
- What to do prior to a presentation.
- Understand the impact of Visual communication.
- Understand the psychology of the Smile in communication.

- How to present to a cross-cultural audience.
- Observe what features attract an audience.
- Learn how to analyze your audience.
- Using positive visual imaging.
- How to use the telephone effectively and professionally.

## DAY 9

### Communication Strategies for Professional Excellence

- How to an effective decision-maker, in the communication process.
- How to use strategic communication negotiation skills.
- Discover the 9 Keys to making an effective presentation.
- Learn how to develop a systematic filing system.
- Learn how to obtain good source material.

## DAY 10

### Applying Personal Influence and Persuasion

- Analyze the 9 strategic principles for effective communication.
- Apply these Communication principles into a "Plan of Action" for your life and incorporation into your Company infra-structure.
- How to be proactive and make things happen.
- Essential communication practices for ongoing success.

## Registration form on the Training Course: Priority Management: Optimising Time, Workflow & Productivity

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
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3 Oudai street, Aldouki,  
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