

Manage Workflow & Priorities:

Course Synopsis

Manage Workflow & Priorities picks up where our Essentials Suite course Time, Work and You leaves off. This course moves beyond self-management tools and skills, to consider group and team environments, where you need to manage fluctuating workloads, competing priorities, and the requirements and interests of others. In a world of increasing multi-tasking and integration, this course shows you how to thrive with the variety and the challenge.

This course examines current and emerging challenges for quality and on-time delivery, including high-volume workflows, fluctuating workflows, competing priorities and stakeholders, disintegrated teams, and client variability. For each case, we begin by defining the challenge, consider tools and techniques for addressing it, and develop skills to perform more effectively back in the workplace.

Upon successful completion of this course, participants will be able to:

- Recognise and diagnose workflow problems related to high or fluctuating volumes;
- Understand and prioritise competing interests and stakeholders;
- Describe the effects of disintegrated teams;
- Recognise and anticipate changes to client requirements;
- Apply best-practice tools and techniques to address these challenges, and deliver high-quality outcomes; and
- Continue enhancing their skills for managing workflow and priorities.

The target audience for this course includes two distinct groups. Those currently working within teams will find that this course fine-tunes and further develops their skills for contributing effectively to collaborative outcomes; they may also further develop their influencing skills. Those who manage groups and teams will be empowered to apply best practice tools and techniques, for optimal outcomes in a range of challenging workflow contexts.

Please note that this course is often preceded by participants completing a Myers-Briggs Personality Type Assessment, followed by a debriefing workshop to understand the results, and their significance.

Course duration: 1 day

(may be scaled up to 2 days, through the inclusion of additional context-specific skills development activities)

