

Setting Boundaries



This one-day workshop is aimed at those who feel overwhelmed by their workloads and who would benefit from the confidence and ability to set boundaries for the work they are prepared to take on

Overview

This programme is aimed at managers and staff who feel overwhelmed with their workloads, which can lead to stress, and in turn place a strain on relationships, negatively impact the quality of their work and, on occasions, lead to burn-out.

Often, the fundamental issue is a reluctance or inability to set boundaries, driven by an unwillingness to say 'no' to requests, a lack of confidence to challenge when necessary, and a hesitancy or inability to delegate either up or down.

Typical examples include HR advisors who find it difficult to remind people managers of their roles when it comes to staffing issues such as inducting new employees or handling performance related issues. The reluctance to set boundaries can result in the advisor taking on the tasks themselves rather than politely and authoritatively guiding the responsible manager in fulfilling their role.

Other examples include lone subject matter experts, who do not have the option to delegate, taking on more work than they can handle. A focus on prioritising and saying "no" to those requests that could be handled by the requester themselves or that have a lower priority than more pressing and important issues would help reduce the burden and resulting stress.

This programme is aimed at anyone who feels overwhelmed by their workload and who would benefit from having the confidence and ability to set boundaries for the work they are prepared to take on. In addition to being able to organise work, delegate and say 'no' when appropriate, this programme explores how participants might achieve a balanced workload and a healthy work experience by concentrating on those tasks that are important and within their capacity.

Format

The programme is in two parts:

- A self-study exercise providing back-ground reading and reflective exercises to help prepare participants for the following workshop
- A one-day interactive workshop with facilitator led group discussions and practical exercises

Programme Aims

To enable participants to identify and set boundaries for the work they are prepared to take on to minimise personal stress, worry and anxiety and to avoid burn-out without damaging relationships with others.

Programme Objectives

On completion of the programme, participants will be able to:

- Utilise strategies for building and maintaining confidence
- List the factors that contribute to stress, worry and anxiety and the steps they can take to mitigate the effects
- Identify their personal drivers and the impact they can have on how they approach their work and their relationships with others
- Organise work to focus on those tasks that most need their attention
- Make decisions with confidence even if they don't have all the information required
- Feel confident delegating tasks to other, both up and down
- Explain the meaning of assertiveness in the context of standing up for their rights without diminishing the rights of others
- Demonstrate how assertive language can be used effectively to communicate requirements, avoid ambiguity and limit the potential for conflict
- Feel confident in saying 'no' to unreasonable requests or when a request would place unacceptable pressure on their capacity to deliver

Workshop Content

- Building Confidence
 - Life positions
 - Overcoming limiting beliefs
 - Focusing on those things within your control
- Managing Yourself
 - How to mitigate the effects of stress, worry and anxiety
- Personal Drivers
 - Impact on behaviour
 - Allowers
- Organising Work
 - Focusing on the important
 - Making decisions
- Delegating
 - Barriers to delegation
 - Following the process
- Setting Boundaries
 - Defining assertiveness
 - Levels of assertiveness
 - Saying 'no'
- Review and Close

Product Code: SBP

South East Training Network Limited - Registered in England and Wales No: 07221826

Website: www.southeasttraining.uk Email: enquiry@southeasttraining.uk Tel: 01273 555567