

OUTLINE PROGRAMME

Surviving Redundancy

- 1 Assertiveness Skills**
 - a. What is assertion?
 - b. What is aggression?
 - c. Being assertive
 - d. What's in it for you?
- 2 Self Confidence**
 - a. Building
 - b. Boosting
 - c. Developing
- 3 Communication Skills (1)**
 - a. Verbal
 - b. Listening skills
 - c. Speaking skills
 - d. Written skills
- 4 Communication Skills (2)**
 - a. What is body language?
 - b. Recognising the meaning
 - c. Effective use of body language
 - d. Understanding body language
- 5 Selling Yourself**
 - a. Creating a good CV
 - b. Letters of application
 - c. Creating a good impression
 - d. Standard of dress
 - e. What to wear at interviews
- 6 Interview Techniques**
 - a. Questions to expect
 - b. Questions to ask
 - c. What not to do
 - d. What you must do
- 7 Basic New Employee Rights**
 - a. Statement of Particulars of Employment
 - b. Letter of engagement
 - c. References
 - d. Probationary periods
 - e. Minimum wage and pay details
- 8 Coping with Unemployment**
 - a. Keeping busy
 - b. Building confidence
 - c. Routes for training
 - d. Surviving at home!
- 9 Coping with Stress**
 - a. What is stress?
 - b. Signs and systems
 - c. 20 ways to reduce stress



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