

“Most impossible goals can be met simply by breaking them down into bite-size chunks, writing them down, believing them, and going full speed as if they were routine.” - Don Lancaster



Program Objectives

- ❖ How to start the Goal Setting process
- ❖ Set productive 5 year, 1 year, 6 month and a 1 month plans
- ❖ Easily incorporate your goals into your daily activities
- ❖ Create Positive and Inspirational GOALS
- ❖ How to be clear and precise about what you want to achieve
- ❖ How to create SMART goals.
- ❖ mentality that might be holding you back from success

Learning Modalities

- ❖ Highly Interactive paired and group session
- ❖ Powerful videos followed by a collaborative debrief
- ❖ Pragmatic Case studies from a selection of industries

Learning outcomes

- ❖ Understand the meaning and importance of 'Goal Setting'
- ❖ Explain the psychology of Goal Setting
- ❖ Initiate the Goal Setting process
- ❖ Discuss the crucial difference between aspirations and goals
- ❖ Plan personal and professional goals
- ❖ Use time management techniques to achieve your goals on time

Who should participate

- ❖ Professionals at all levels who offer Customer Service or Support
- ❖ Support and service staff in the organisation
- ❖ Managers and Supervisors responsible for team outcomes