

Conflict between individuals in the workplace can be very destructive, undermining trust and effective communication. Assertive behaviour (as opposed to aggressive, passive or submissive behaviour) is the key to successful working relationships. Once you understand the types of behaviour you are faced with, it becomes easier to deal with conflict and all manner of difficult situations. Participants to this one-day workshop will be invited to complete a Myers Briggs® questionnaire to understand their own core personality type, and will use the workshop content to explore more effective ways of dealing with the challenges presented by different profiles.

**Your Workshop Leader: Catherine Bowie**

## LEARNING OUTCOMES

By the end of this course, participants will:

- be more confident in their dealings with others
- have explored a variety of assertiveness techniques
- be more skilled in adapting their behaviour in various situations
- have developed strategies for dealing with disagreement and conflict
- have identified an action plan to create winning scenarios and implement changes back in the workplace

## KEY TOPICS

- Understanding the difference between passive, assertive and aggressive behaviours
- How to be assertive: key skills
- Using assertiveness to defuse conflict
- The role of language and body language
- Dealing with anger and criticism
- Giving and receiving feedback
- Practical applications
- Creating winning scenarios
- How to say 'No'
- Action planning

## WHO SHOULD ATTEND

This workshop is for anyone wishing to improve their working relationships by reducing conflict and enhancing their professionalism through effective assertiveness techniques.

## **Outline Programme**

### **Welcome and Introductions**

- Aims and objectives of the workshop

### **What is assertiveness?**

- definitions of aggressive, passive and assertive behaviours

### **The seven basic steps of assertiveness**

- an easy 'how to' guide

### **Assertiveness: the key to dealing with conflict**

- Know what's driving the other person. Positive mental attitude and achieving win-win scenarios

### **The tools of assertiveness**

- language, affirmations, visualisation and a look at self-esteem

### **How Assertive are you?** (individually/in a group)

- quizzes and group exercises

*Lunch*

### **Communication skills in conflict management**

- the importance of body language, questioning and listening skills

### **Dealing with tricky situations**

- anger management and conflict resolution

### **Approaches to handling conflict**

- when is it right to confront, accommodate, problem solve or negotiate

### **Giving & receiving criticism and compliments**

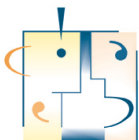
- getting the best from both constructive and negative feedback

### **Handling failure or rejection**

- how to build a coping strategy when a situation gets tough.

### **Action Plans and setting personal objectives**

### **Close of workshop**



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