



## Assertive Communication & Conflict Management

Workshop Duration: 2 Days

Facilitation in English

### Workshop Description

Being able to communicate assertively and to manage conflict is a requirement of your success in the workplace, your relationship with colleagues and the level of satisfaction of your clients. This two-day workshop will increase your ability to negotiate with others at all levels of the organization, express your ideas, opinions and feelings with conviction.

Not all of your messages will be well accepted and conflict may result. Conflict is normal, natural and even healthy. Conflict managed well can lead to better solutions, better products and services, and better relationships. This workshop will help you learn how to use the creative energy of conflict and harness the energy of those with whom you have differences.

This seminar will provide you with both information and the opportunity to apply the techniques in situations that are common to the workplace so that you can apply your new skills once you return to your workplace.

### Who Should Attend

This workshop is for anyone who would like to be more assertive in the workplace and enhance how they manage conflict situations.

### What You Will Learn

#### *Assertiveness in the Workplace*

- Distinguishing the differences between assertive, non assertive and aggressive communication styles
- Assessing the effects of your behaviour on yourself and others
- Determining your strengths and areas for focus
- Developing a set of personal assertive goals

#### *Identify Your Rights and Responsibilities*

- Knowing your rights and your responsibilities
- Managing the process of conflicting rights
- Finding a workable compromise

#### *Overcome Self Defeating Mind Sets*

- Setting unrealistic expectations for yourself
- Examining your belief system
- Developing a rational assertive approach
- Shutting down your editor

#### *Express the Negative Side*

- Expressing annoyance and anger assertively
- Dealing with the anger and annoyance of others
- Setting limits with others about their behaviour
- Following through with consequences



#### *Say "No" Without Guilt*

- Developing persistence
- Getting assertive without becoming aggressive
- Recognizing guilt as an optional emotion
- Stopping yourself from being manipulated

#### *Get Comfortable with Differences*

- Knowing why conflict is valuable
- Identifying the source of the conflict
- Recognizing the difficult people in your life
- Developing more effective responses to difficult people

#### *Deal More Effectively with Difficult Situations*

- Focusing on the critical issue
- Working with others to find a resolution
- Developing your negotiation skills
- Increasing your ability to diagnose situations that are difficult

#### *Develop and Implement Personal Action Plans*

- Identify situations or individuals that you want to get better at dealing with
- Setting the outcomes that you want to achieve
- Working towards resolutions that are in your interest
- Taking personal responsibility for implementing change