

A one day intensive workshop for people at all levels that want to improve their dealings with colleagues and customers through....

The Skills of Assertive Communication

Workshop Overview

This one day workshop will help delegates to improve their working relationships by utilising assertiveness skills. The workshop is both constructive and supportive in nature and by the end of the workshop delegates will have achieved a greater self-awareness and will be better able to achieve results through their relationship with others.

Learning Objectives

After attending this workshop delegates will have the ability to:

- Achieve open and constructive communication with their external and internal customers
- Seek clarification if there is a possibility of misinterpretation
- Recognise the impact they have on others
- Recognise different personal styles and how to adapt their own accordingly
- Understand how their behaviour shapes relationships
- Recognise the difference between assertive, non-assertive and aggressive behaviour

Workshop Overview

- Understanding the difference between assertive, aggressive and non-assertive behaviours
- Understanding your own style and behaviour
- Understanding people, their motivations and how to handle them
- Recognising the importance of values, feelings and beliefs in relationships
- Building your self-confidence
- Building relationships at all levels
- Handling confrontational situations effectively

Course Design

- Highly interactive and participative
- Short input sessions and video clips
- Case studies for group discussion
- Practical group / individual exercises relating to people's actual work priorities

Learning Reinforcement

Prior to the course: Each participant must discuss/define specific time management learning objectives with their line manager – and be ready to share them.

After the course: Each participant must commit to a personal action plan and review this with their line manager within 2 weeks and again after 3 months

Call us now

on 07702 110676

to discuss how this workshop could work for you

or

email: contact@martin-smith.biz

www.martin-smith.biz