

Assertive Working Relationships



Introduction

The aim of this course is to increase personal effectiveness in a variety of situations. The programme covers a wide range of strategies and techniques to improve influencing and communication skills as well as focusing on the importance of an assertive behavioural style.

Who should attend

All individuals wishing to improve their level of assertiveness and influence in the work-place.

Duration

1 day

Course Outline

Defining Assertiveness

- ◆ How assertive are you?
- ◆ Situations to be more assertive

Different Behavioural Styles

- ◆ Aggressive
- ◆ Submissive
- ◆ Assertive
- ◆ Pay offs and Price of difference behaviours
- ◆ Personal rights

Why we behave the way we do

- ◆ Behaviour vs. Personality

Defining what you want to achieve

- ◆ Setting SMART objectives and Goals

Assertiveness Techniques

- ◆ Broken Record
- ◆ Refusing and Making requests
- ◆ Dealing with Criticism and negative feedback
- ◆ Negative and positive enquiry
- ◆ Negative and positive assertion
- ◆ Fogging

Influencing Styles and Strategies

- ◆ 15 ways to positively influence the outcome of a situation

Influencing Strategies Model

- ◆ Push Behaviours
- ◆ Pull behaviours
- ◆ Moving away behaviours

Communicating Assertively

- ◆ Barriers to communication
- ◆ Questioning skills
- ◆ Active listening techniques
- ◆ Non-verbal communication
- ◆ Positive words and phrases
- ◆ Getting the right message across

Managing Difficult Situations

- ◆ Practical exercises:
 - Resolving current challenges
 - Implementing new skills and techniques

Personal Action Plan



How to Book

You can choose from the following options:

- ◆ Call our TRAINING CENTRE on 01189 778562
- ◆ Email us at our specially designated TRAINING CENTRE address:

info@mass-trainingcentre.com