

Assertiveness & conflict resolution

Two Days



This program provides strategies used by negotiators, counsellors and facilitators to manage difficult situations in a calm and controlled way.

What is assertive behaviour?

- What are the 'classic' indicators of *passive*, *aggressive* and *assertive* behaviour?
- Why do we react passively or aggressively when we know we shouldn't?
- Discover how to argue your point strongly without becoming aggressive
- How to control your emotions and behaviour when you are being criticised

Getting control of your emotions

- Why do emotions like anger, fear and anxiety surface in so many work situations?
- Why do we need emotions: why can't we just rely on logic to resolve issues?
- How can emotions *help* us in difficult work situations?
- How to deal with people who manipulate emotions e.g. using guilt trips

What causes conflict?

- What are the 5 underlying causes of conflict and why is it inevitable at work?
- How to recognise the early warning signs of escalating conflict
- Why do people become aggressive over trivial issues?
- The simplest way to know when a healthy debate is becoming aggressive

The 5 conflict resolution strategies

- Defining the 5 conflict resolution strategies:
 - *Competing, Collaborating, Compromising, Withdrawing & Conceding*
- Which strategy do you prefer to use most of the time?
- What are the strengths and limitations of each strategy?
- How to calmly choose the right strategy at the right time

Resolving problems in meetings

- What is the minimum outcome you can accept from a discussion?
- How will you justify your position e.g. facts, precedents, benefits to the team?
- The key to presenting a strong argument without being seen as aggressive
- How to 'trade' issues using the 'if – then' approach
- How to respond calmly to unreasonable demands
- Overcoming deadlocks and getting agreement



1300 884 486

training@developingpotential.com.au
www.developingpotential.com.au



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Giving constructive feedback

Most people avoid giving feedback to co-workers until a problem becomes a crisis.

- What are the costs of avoiding difficult issues?
- How to prepare your feedback to ensure you focus on behaviour not personalities
- Which words are likely to make co-workers defensive and hostile?
- How to choose positive words without 'watering down' your key points
- How to give constructive criticism to senior staff or managers
- How to give meaningful praise without feeling embarrassed

What makes people tick?

- What are Jung's personality types?
- What is your type? (Questionnaire)
- How does your personality type affect the way you deal with people at work and home?
- How do people with your type tend to irritate colleagues...
- How to work more effectively with people who are very different to you

Standing up for yourself

- When do you find it difficult to express your view confidently e.g. to senior managers?
- When is it O.K. to argue your point or disagree with someone?
- How to acknowledge other people's opinions without patronising them
- Discover the proven 3 step technique for stating your view calmly and logically under pressure
- How to control your frustration when people won't listen
- How to put an end to personal 'jokes' without causing more hostility



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