

# Assertiveness & conflict resolution

One Day



This program does not offer "quick fix" solutions to complex problems. It does provide strategies used by negotiators, counsellors, presenters and other professional communicators.

## 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?
- How to control your emotions and behaviour when you are being criticised

## Communicating clearly

Before addressing the more difficult situations faced at work and home, we look at practical techniques for communicating ideas clearly and confidently.

- How to combine *verbal*, *visual* and *vocal* forms of communication so people listen to you
- How to slow down and think clearly when speaking in a meeting
- The 'power' words that always make you sound confident
- How to use eye contact and body language to look confident, even if you feel uncomfortable
- Learn the simple techniques used by politicians and presenters to deal confidently with personal criticism or difficult questions

Following the discussion of general communication skills, the course shifts its focus to communicating in conflict situations. Conflict can range from simple disagreements to personal attacks or harassment.

## 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



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## 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
- Learn how professional presenters use *questions* to deflect personal attacks



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