

Assertiveness & conflict resolution

1 day

Participants have the opportunity to consider their strengths and limitations when handling conflict. They develop simple techniques that enable them to keep control of their emotions and *choose* the appropriate response in any difficult situation.

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 in pressure situations

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 underlying causes of conflict and why is it inevitable?
- How to recognise the early warning signs of escalating conflict
- Why do people become aggressive?
- The simplest way to know when a healthy debate has become aggressive

The 5 conflict resolution strategies

- Defining the 5 strategies:

Competing, Collaborating, Compromising, Withdrawing & Conceding

- Which strategy do you personally 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

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?
- 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 is it O.K. to argue your point or disagree with someone?
- How to acknowledge other peoples opinions without patronising them
- Discover the proven 3 step technique for stating your view calmly and logically under pressure
- How to control your anger or frustration when disagreeing with someone
- Learn how professional presenters use *questions* to deflect personal attacks
- How to put an end to personal 'jokes' without causing more hostility

Participants are split into pairs and given a series of scenarios to which they respond using the 3 step technique. The video demonstrates how this technique can be applied to various work situations.

Participants are encouraged to raise actual situations from their work or home and use the 3 step approach to plan a course of action. This is always an enjoyable and positive end to the day.