

Who Will Benefit From This Course?

Anyone who wants to get their point across in difficult conversations, while maintaining good working relationships.

Overview

If everyone were to be assertive, then communication would improve, productivity would increase and stress would be reduced, all to the benefit of the business.

This course will help attendees understand what being assertive means and from that understanding how to communicate more effectively in the workplace.

Learning Outcomes

- An understanding of what being assertive means
- Development of Emotional Intelligence and techniques to manage your reactions
- Practical techniques for better relationships in the workplace

Managing Difficult Conversations at Work

Course Code: 614 Duration: 1 Day (2 Half-Days Virtual)

Content

Introduction

- Human Communication Fundamentals
- Sensation and Perception: The Physiology of Communication
- The Influence of Body Language and Non-Verbal Communication
- Barriers to Communication

Communication Fundamentals

- The Three Levels of Listening
- Effective Questioning Skills
- Paraphrasing, Summarising and Reflecting Back

Communicating Assertively

- Understanding Assertiveness
- The Assertive Triangle: Emotions – Opinions – Preferences
- Assertive Communication
- Identifying Unhealthy Beliefs that lead to Passive or Aggressive Behaviour
- Implementing Self-Care and Respect for Others
- How to Respond to Aggression

Working with Our Emotions

- Using Emotional Intelligence
- Understanding, Recognising & Managing Emotions
- What Are Emotions Telling Us?
- Intent and Impact

Being Assertive in Conflict and Difficult Situations

- Sources of Conflict and Common Features of Conflict
- The Cycle of Conflict and Workplace Triggers
- Understanding What Triggers You
- How to Respond to Conflict

Finding the Space to Respond Rather Than React

- The Stimulus-Response Paradigm
- Developing Attention to aid Assertive Communication