

Dealing with someone else's difficult behaviour can really waste your time and sap your energy. If you have a client-facing role, you will need to swiftly appraise and then take charge of the situation. To do so effectively will require poise, professionalism – and even stamina. Your effectiveness will flow from your own self-esteem and assertive attitude.

This half-day workshop enables delegates to develop a range of techniques for dealing confidently and constructively with other people, whether in face-to-face meetings or responding to customer telephone calls.

Your Workshop Leader: Catherine Bowie

LEARNING OUTCOMES

By the end of this course, participants will:

- be aware of different behaviours people adopt and their effect on others
- understand the importance of a positive personal image and how to create it
- have developed a range of assertive communication techniques
- have learned ways to enhance and demonstrate their own professionalism
- improve self-awareness and self-confidence

KEY TOPICS

- Different behaviours and their effects
- A look at positivity and the importance of attitude
- How to achieve high self-esteem
- Barriers to effective communication and how to overcome them by using assertiveness techniques
- How to come across effectively, face-to-face and on the telephone
- How to handle awkward situations
- Practical applications and action planning

Outline Programme

Introductions

- to one another and course content

Personal image and impact

- how does our behaviour influence others?
- the importance of positive personal image

Behaving Assertively

- how to think and act positively
- developing awareness of the impact of body language

Assertive Communication

- appraising difficult situations
- effective communication: face-to-face and on the telephone
- a look at case studies and practical examples

Dealing with Anger & Criticism

- strategies for handling anger in yourself/others

Confidence Building

- Enhancing your professionalism
- Looking after yourself

Action Plans

- putting the course into practice

Close of Workshop

WHO SHOULD ATTEND

This highly interactive workshop is designed primarily for front-line staff who may need to handle awkward customer situations or deal with difficult telephone calls on a regular basis.

