

The role of manager requires effective and decisive communication with staff at all levels. The prerequisites of assertiveness and empathy are the starting points for this eminently practical workshop. It helps participants develop a confident and positive management style and introduces more effective ways to deal with negative attitudes, handle conflict, and generally improve working-with-people skills.

Your Workshop Leader: Linda Richardson

LEARNING OUTCOMES

By the end of the workshop, delegates will be able to:

- recognise different behaviours which people adopt, and the effect these have on others
- increase self-awareness of their own patterns of behaviour and the factors helping or hindering their effectiveness
- use skills learned to adapt their behaviour in particular situations
- be more confident in their dealings with others

KEY TOPICS

- Defining assertive behaviour and the alternatives
- Recognising personal styles, and opportunities for change
- Improving communication: every person's 'Bill of Rights', guidelines for being assertive
- Handling conflict: dealing with anger, criticism and negative attitudes
- Developing a positive management style: directing, coaching, supporting or delegating
- Building your team: needs, rights, motivators and feedback

Outline Programme

Day One

Four behaviours

- aggressive, assertive, passive, manipulative

Rights and responsibilities

Body language

Saying 'No'

Assertive skills

Self-evaluation

Self-esteem

Real life situations

Evaluation

Day Two

Feedback from Day One

Criticism

Practising real life situations

Anger

Compliments

Personal power

Practising real life situations

Action plans and evaluation

