

# Developing Your Personal Impact and Building Productive Relationships (2) days

## Overview

This course has been specifically designed to enable individuals to spot assertive, non-assertive and aggressive behaviour. Delegates will then practise assertive approaches to the many difficult situations they face as managers. The training exercises mirror real-life scenarios. In a safe environment role-play will introduce delegates to difficult, defensive or negative people who, in various ways, cause problems and conflict. With expert guidance and individual support, delegates will learn and implement proven techniques to deal with people effectively and assertively.

## Who Should Attend?

Managers, supervisors and team leaders who need time and space to examine, learn and practise the positive and assertive techniques for working with others effectively.

## Outcomes

By the end of this course you will be able to:

- Understand why and how conflict arises and how to identify silent conflict.
- Recognise the non-verbal and verbal attributes of assertiveness and the benefits of its application in the workplace.
- Develop a management style which is productive, positive and direct rather than aggressive or submissive.
- Be assertive and confident in situations which involve teams, conflict and confrontation.
- Adopt a constructive and influential behaviour style in the face of negative attitudes and aggression or when addressing poor performance.
- Recognise the rights and values of others and communicate your views and ideas in a direct and effective manner.

## Content

### Defining Assertiveness

- Defining assertive, aggressive and submissive behaviour
- The essence of assertiveness
- The value of assertiveness in the workplace

### Building Productive Relationships

- Understanding yourself and others
- The dynamics of interpersonal relationships
- Making positive changes in your interpersonal style

## **Increasing Impact and Presence**

- Verbal aspects of behaviour
- Adopting assertive body language
- Developing your skills when giving and receiving feedback
- Practising active listening skills
- Effective questioning techniques

## **Dealing with Aggression and Conflict from Others**

- How to deal successfully with aggressive behaviour
- Dealing with a negative team member or poor performance
- Disciplining a team member
- Handling conflict, confrontation and aggression
- Handling personal attacks
- Dealing with sensitive issues confidently

## **Persuasive and Assertive Communication**

- Planning your behaviour - the three steps to assertive behaviour
- Empathy, discrepancy, consequence and responsive assertion techniques
- Presenting your point of view - helping others shape and develop their ideas

## **Building a Positive Image**

- Being aware of the image you project
- Presenting a positive image to your colleagues through your behaviour

## **Assertiveness Toolkit**

- During the course delegates will be able to role-play situations appropriate to their current development needs. The following scenarios illustrate the typical areas covered:
  - Giving your boss feedback on your working relationships
  - Dealing with sensitive issues confidently
  - Winning round most negative people
  - Using key words and body language to convince and persuade colleagues
  - Dealing confidently with criticism

## **Action planning**

- Creating a personal action plan