BUSINESS MASTERCLASS - ASSERTIVENESS AND CHALLENGING CONVERSATIONS

Other · Tregye

PART-TIME INFORMATION

Who is the course for

This course is for new or existing team leaders, managers and team members who find difficulty in being assertive in different situations and with different people. It's also for those who find being in conflict situations challenging and want to discover the skills and techniques to improve when confronted with this in the workplace.

Benefits of Attending:

By attending this course you will:

- Identify your personal 'assertiveness' development needs
- Describe the benefits of assertive behaviour
- Identify and practise a range of assertiveness techniques?
- Recognise & describe how conflict develops and ways to resolve it
- Describe how to develop assertiveness in handling difficult situations
- Describe how to ensure effective communication in dealing with difficult situations

Programme Content:

- The definition and differences between passive, aggressive and assertive behaviour
- When and where assertive behaviour is relevant
- What the relationship is between rights, responsibilities and assertiveness
- Effective communication skills to enhance assertiveness
- How to handle receiving criticism and praise
- Building assertive behavioural skills
- Common causes and development of conflict
- Different responses to conflict
- Circles of concern and influence
- Developing skills to effectively manage conflict and challenging conversations

This is an interactive day with a variety of activities and opportunities for discussion and sharing ideas.

What next:

The College offers a wide range of management seminars and courses. These include; Level 2 Award in Leadership and Team Skills, Level 3 Award or Certificate in Leadership and Management, Level 3 Award in Effective Coaching.

IMPORTANT

Course information can change. Please use the QR code below for the current assessment arrangements, entry requirements and start dates.

FOR THE LATEST COURSE INFORMATION

Scan for assessment arrangements, learner support, confirmed start dates and how to apply.