

Advanced Assertiveness Skills for Managers



Communication takes real skill. We are constantly communicating, but are we always communicating the messages that we intend to? This workshop will increase your awareness of your behaviours and build your confidence and ability in assertive communications. This workshop concentrates on the advanced concepts and principles of assertiveness with a strong emphasis on their practical application in the workplace enabling you to:

- Learn more about yourself and how you affect others
- Understand why people react the way they do
- Better influence the results you get when interacting with others
- Stand up for yourself and your ideas without offending
- Positively change your own interpersonal skills and habits

Who Will Benefit?

This workshop is suitable for Manager who work in an environment where there are frequent and challenging interactions with others.

Course Outline

What is advanced assertiveness

The importance of pull and push assertive styles

Understanding what motives and influences behaviour

Power bases for assertiveness

Understanding your current assertiveness style and its impacts

How to avoid self-sabotage

Controlling disruptive emotions and impulses

Being aware of others' emotions and their impact on you

Managing the effect of intrapersonal messages on verbal and nonverbal communication

Dealing with delicate situations and difficult people

Increasing your energy and effectiveness under pressure

Duration

1 Day

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