

Influence and Assertion in the Workplace

Influence and assertion skills are essential for effective performance and wellbeing in the workplace.

Whether you deal primarily with customers, colleagues or both, this course will help you develop your assertion skills – helping you positively influence those around you and deal effectively with a wide variety of difficult and challenging situations.

The course will boost your confidence, improve your working relationships and increase personal and team performance.

Course Objectives

By attending, delegates will:

- ✓ Develop skills to handle customers and colleagues assertively
- ✓ Develop skills in handling challenging situations and difficult behaviours
- ✓ Improve influencing skills and reduce stress
- ✓ Increase their level of confidence in handling difficult and challenging situations

Target Audience

Managers, team leaders and customer contact professionals.

Duration

2 days

Content

- The benefits of influence and assertion
- Understanding behavioural types
- How our thinking affects our performance
- The four communication styles
- Defining assertion
- The barriers to assertive behaviour
- Developing assertive behaviour
- Assertion tools and techniques
- Disarming techniques
- The language of assertion
- Standing your ground
- Learning to say 'no'
- Dealing with unreasonable and difficult behaviour
- Dealing with conflict
- Dealing with difficult colleagues
- Negotiation & compromise
- Confidence and assertion

Learning Methods

This is a highly stimulating and motivating programme. The course is interactive and has a high practical content.

Delegates leave the course with increased confidence to communicate assertively and handle difficult and challenging situations when they arise.

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