

# Assertive Communication & Conflict Management

## Overview

This training day aims to enable managers to strengthen their communication skills. It takes into account the key situations in which a leader would need to gain the commitment and respect of their team, and provides the skills which are necessary to ensure that they communicate in these situations as assertively and with as much influence as possible.

The day also examines a variety of situations in which a manager will need to confront issues and how to do so effectively.

In difficult situations managers will learn how to manage conflict to positive win: win outcomes.

## Objectives

- For each delegate to understand the difference between passive, aggressive and assertive behaviour.
- For each delegate to understand how to lead with assertiveness.
- For each delegate to understand how decisions are made and how to persuade team members effectively.
- For delegates to understand the need to assertively confront issues with key communication skills.
- For delegates to develop their emotional awareness in order to effectively empathise with their teams.
- For delegates to find the balance of effectively managing relationships whilst achieving their goals.
- For each delegate to understand the key steps involved in dealing with situations of conflict.

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