

Assertive and Professional Communication

A workshop to gain skills for assertive and respectful handling of demanding situations and difficult behaviours

To have influence with others we need to be able to communicate clearly – this relies on our ability to communicate assertively. Assertiveness is the ability to honestly express your opinions and feelings in a way that is respectful of others.

Assertive communication can be used to address difficult, pressured or emotional situations or to manage performance.

Participants gain diplomatic, professional, persuasive and positive communication management skills for conflict and difficult situations.

When your staff communicate assertively, they have:

- influential and positive communication skills
- skills to handle conflict and demanding situations diplomatically
- skills to say “no” tactfully and to give bad news
- skills to ask for the outcomes that they need

Participants gain skills to communicate in ways that win the attention, respect and approval of others. Participants gain strategies and techniques to clearly articulate ideas and to present ideas persuasively.

COST: On application

WHO SHOULD ATTEND THE COURSE?

Staff needing to develop their communication skills to more efficiently deliver services to internal and external customers.

COURSE OUTCOMES

Participants gain:

1. Assertive communication skills: practicing tools for positive assertiveness, to reduce the likelihood of an adverse reaction.
2. Skills to manage participants' own reactions to difficult and demanding situations.
3. Effective communication skills to influence others and achieve co-operation.
4. Understanding of a range of difficult behaviours and strategies for handling these behaviours.
5. Skills of building agreement through common ground and cooperative negotiation.
6. Understanding the features of power and influence.

REGISTRATION

To register, please complete a **registration form** at <http://www.lgti.com.au> and submit online; or you can **fax** to Local Government Training Institute on **(02) 4966 0655**.

COURSE ENQUIRIES

Course enquiries may be directed to the Business Development Team on (02) 49 222 333.

Local Government Training Institute

4 Sandringham Ave Thornton NSW 2322
PO Box 3137, Thornton NSW 2322
Telephone: (02) 49 22 2333 Facsimile: (02) 4966 0655
Email: reception@lgti.com.au
ABN: 24 232 406 407

www.lgti.com.au

WORKSHOP OUTLINE

Positive Assertiveness

- Positive assertiveness in the workplace – benefits and barriers
- Self awareness of our own levels of assertiveness
- Putting assertiveness into practice – strategies & tips
- Influencing through the use of cooperative language
- Practical exercises including saying “no” and giving unwelcome feedback or bad news
- Understanding how influence can be misused to cause manipulation and understanding how to respond

Effective response to emotions

- Recognising “triggers” for emotional reactions and the importance of de-escalating
- Defusing skills and effective responses to strong emotions
- Approaches for responding to hostile behaviour

A review of communication fundamentals

- Skills to manage the communication process and build rapport
- Active listening and non-verbal communication
- Different relating styles and ways of best approaching the different relating styles

Building Agreement

- Identifying and building common ground
- Effective negotiation behaviours to encourage collaboration

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