

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

FACILITATOR: Ebohr Munoz

Ebohr has achieved positive outcomes to conflict in areas such as urban planning, environmental management and building design. His experience as an independent facilitator of conflicts, public meetings and forums in the local government field builds on previous work as an environmental lawyer and environmental policy advisor.

Ebohr is an experienced facilitator, mediator and trainer whose experience includes over 10 years working with local government. He has worked in mediation of multi-party conflicts, workplace disputes, complaints resolution and facilitation of stakeholder consultation. Other experience includes work as a mediator in family law disputes and providing individual coaching and counselling.

He takes a hands-on approach in providing conflict resolution training drawing on practical examples. He has a reputation for trust and integrity and has worked with a spectrum of age groups, professional and cultural backgrounds. He has qualifications in counselling and law along with accreditations in mediation, adult education and neuro-linguistic programming (NLP).

Local Government Training Institute

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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.

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

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

Course enquiries may be directed to Training Administration on 4922 2333.

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