

Becoming Assertive and Managing Conflict for building better relationships

Overview

Conflict is a reality of life. It does not go away and needs to be dealt with. So many people choose to ignore it and it builds up leaving them to “stew.” These people either leave the business very unhappy, they get sick from holding in all the negativity or they “burst” and attack. Then there are those people who come out firing from the word “go”. They do not have control and don’t care. The results are never pretty.

The key to managing conflict well is through managing self well. If we can understand why I behave the way I do and practice being assertive in pressured moments, to stand up for my needs and to do this with respect and care, then I am better equipped for building relationships and having better business behaviours.

People who do not manage conflict well invariably do not feel good about their work environment, they do not feel good about the person they are having conflict with and they do not feel good about themselves. This results in a breakdown of relationships which are the building blocks of great business. If people don’t feel good, they cannot be effective at work. Business wants people to perform and people will only perform to the level of the relationships they have with themselves and others.

People need to learn that conflict is good, it is perceived as bad because it is not managed well. People need to learn how to address conflict from a good place and how to effectively express how they feel. This will build trust; it will build relationships and will create the right environment for productive and effective business.

Managing Conflict for better Relationships

When the pressure is on and people don’t work at your pace or do what you want them to do, do you lose your cool and either express it externally or feel the powerful emotions welling up inside of you?

Do people walk all over you?

Do you find it difficult to say NO?

Do you get angry at yourself for accepting tasks you did not want and could have done without?

Do you get coerced into projects that you do not want to be involved in?

Do you sometimes wish you had spoken up but just couldn’t do it?

Are you able to stand up for yourself to superiors in the organisation?

Do your emotions well up inside of you when people attack, or say things to you that you don’t like to hear?

Have you had emotional outbursts at people over situations?

Do you sometimes feel out of control?

Do your customers or colleagues always believe they are right and their way is the right way and you disagree?

Do you get angry when people don’t do what you want them to do?

Are there situations that exist right now in your life where you have an issue with someone over something that was said or done and you are avoiding addressing it?

Have you sat in meetings when people have said something that has made your blood boil?

If your answer to 2 or more of these questions is YES, then this workshop is aimed at you.

Course Objectives/Outcomes and Structure

What this workshop covers:

This workshop aims to enable the delegates to understand what assertiveness is and the impacts it has on their lives. We will impart valuable tips, tools and techniques for being courageous and standing your ground. We address confidence and how to draw on your internal strength to say NO when you most need to and to stand up for what you believe in whilst accepting and dealing with the consequences. The reason we cannot say no is because we FEAR various things. These will be addressed and solutions sought to make you a more confident and assertive person.

Lack of assertiveness invariably leads to conflict, either through aggression or through passively incubating anger which ultimately explodes out resulting in relationship damaging behaviour. If we can be assertive, we are better equipped to understand and deal with conflict. If you want people to respect who you are, you must start with respecting yourself.

This workshop also deals with conflict and the impacts it has on your everyday life. Conflict is out there and in me. I see it, I hear it, and I feel it everyday. Sometimes I don't know how to manage it and when I try, I normally mess it up. We explore what conflict is and how to use it for growing relationships. We look at the types of conflict we can experience and the impact of our personalities on conflict. Once we understand what conflict is and where it comes from, we will explore and practice practical examples of dealing with conflict in the work and home arena. Conflict will always be there because people want different things. What will set you apart as an achiever in life (business and personal) is how effectively you can manage conflict for win-win resolutions.

Course Duration

3 days

Course Structure

Workshop outcomes

Day 1:

- What is assertiveness?
- When do I need to be assertive?
- What happens in those moments and why?
- Am I assertive – what is my personal approach?
- The role of Communication in the process
- Impact on the organisation
- Simple everyday tools for calmness when required

Day 2:

- Who am I and why do I behave the way I do?
- Understand the concept 'conflict'
- Describe the main sources of conflict in the workplace
- The positive and negative characteristics/effects of conflict in the workplace can be identified
- Understand how different Personality types respond to conflict and identify different behavioural tendencies

Day 3:

- Optimum conflict and the impact on productivity
- Power and its impact on my relationships
- The conflict cycle – a habitual response
- Pressure and its effects
- Identify different strategies to resolve conflict
- Identify the characteristics of an effective conflict manager
- A model to managing conflict



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