

Conflict Management & Assertiveness

Perhaps you end up saying “Yes” when you should say “No” or you have been told that you avoid conflict or need to assert yourself more but don’t feel confident enough to do it. Possibly, when you have asserted yourself in the past you have found that you have moved too far the other way and have been accused of being aggressive.

Aim

A One day training session - this programme helps you to understand your natural motivation and conflict style and that of others. It gives insight into why people behave in certain ways and enables you to use that knowledge to assert yourself appropriately and channel conflict healthily.

Target

Suitable for all and particularly good for those who avoid or feel nervous about conflict or need to learn to say “No” more effectively. Also helpful for those who need to become more assertive without being perceived as or feeling aggressive. Very helpful for those who find that they occasionally offend others or find that they have unintentionally caused conflict

Times

9.30 – 5.00 pm

Course Content

By the end of the course delegates will

- Be confident in their right to choose assertive, collaborative or avoidance behaviours as appropriate
- Understand their own motivation and conflict style using the SDI™
- Be able to use this knowledge to build strong relationships and confidence in apparent conflict
- Recognise the reasons and purpose of conflict and harness it positively

Training Methods

Individuals will benefit from the use of the SDI™ to diagnose their natural style and awareness of the Thomas Kilman Conflict model. Through group discussion and exercises individuals will transform their awareness and view of conflict and learn to build more rewarding relationships

Prices are inclusive all materials (certificates and handouts), lunches and refreshments.

Advance Change
organisational development consultancy

in association with Impact Training