

Olive Branch Consultancy Ltd.

5 Regency Court
Wells
Somerset
BA5 2NN
01278 448553
info@olivebranchconsultancy.co.uk
www.olivebranchconsultancy.co.uk



Significantly Improving your Assertiveness Skills

Effective strategies for reducing stress, dealing with conflict and achieving better outcomes

Excellent assertiveness skills are without doubt a key attribute to successful communication. Using these skills in the right way equips you with the potential to transform situations. By putting assertiveness skills into practice, it will make you a better leader, reduce stress for you and your team and enable you to manage situations to achieve desirable outcomes.

Key learning objectives include:

- ❖ Getting your team on-side – self-awareness, gaining respect and understanding others
- ❖ Improving working relationships and communication
- ❖ Applying your skills to achieve better outcomes
- ❖ Dealing effectively with criticism and conflict

This workshop is delivered by highly experienced and well-known presenter **Anne Castle**.

10.00 – 10.15	Welcome & refreshments
10.15 – 11.30	Assertiveness 101 Understanding assertiveness – what is it and what <i>isn't</i> it? Assertiveness techniques The benefits of assertiveness Self-awareness... How assertive are you? Exploring why we fear criticism and conflict Gaining respect from others: collaborative conversations and speaking your mind clearly
11.30 – 11.50	Break
11.50 – 13.10	Applying assertiveness skills to achieve better outcomes Examining situations where assertiveness really helps Practical scenarios – where are you now? Making requests and the 'say NO' model How to respond to criticism and confrontation Practical: Group work and discussion using real-life examples