

Assertiveness & Conflict Handling

**For the
21 Century
Knowledge Worker**



"The approach that you took was ideal and much appreciated"

- Why do people behave the way they do?
- An introduction to the Strength Deployment Inventory (SDI)
- Identify the words, voice and body language associated with each value system
- Consider the value we place on ourselves and others and how this impacts on behaviour
- How are you perceived by others?
- Techniques for changing how we value ourselves
- Understand the difference between passive /assertive/aggressive behaviour
- Taking control through positive body language
- Using assertive and positive language, making your message clear
- Confronting common problems which occur in the workplace
- Resolving conflict - dealing with difficult people

"We've had great feedback from people so far and I've had a stream of people in since I got back to my office telling me they'd heard all about it and how valuable people found it."

The proper use of assertive behaviour enables people to deal with work colleagues, clients, suppliers and personal contacts in a way that is productive yet maintains and improves relationships. This course has been designed to give delegates the appropriate tools to assert themselves in a wide range of situations at work.

You will gain the tools and techniques to boost your confidence and build your self-esteem. You'll be able to apply knowledge of the Strength Deployment Inventory (SDI) to become more assertive and to understand how others see you.

Once a fuller appreciation of how others see things is gained, you'll soon be able to defuse any potential conflict by:

- Discovering how we can predict the triggers of conflict in others
- Identifying how other people's value systems trigger conflict in us

**Contact Paul Archer now
to experience the power
of the SDI**

Archer
Training.co.uk

01452 730276
07702 341769
High House
Prior's Norton
Gloucestershire
GL2 9LS



sta

info@archertraining.co.uk
www.archertraining.co.uk