

Content

Understanding yourself

- how do you do what you do?
 - introducing the TEA model
 - creating clear boundaries
- how to build your own positive resources
 - archetypes; how to use their strengths to assist you
- recognise behaviour patterns

Understanding others

- what might be going on for them?
 - introducing the PAC model and games that people play

Assertiveness

- the aggressive-passive-assertive journey
 - what is assertive behaviour?
 - the link with influencing skills

Communication

- what's your preferred style for communicating?
- what are you communicating without realising?
 - the power of words and body language
 - mood hoovers; banish them for life.

Assertiveness

Personal Impact

You want to say 'No' but somehow 'Yes' escapes instead. You leave the meeting and the great idea you have is still trapped inside of you. Or perhaps you want to tell someone you are unhappy with the way they are treating you or their work is unsatisfactory, yet somehow you put it off to another day. Sounds familiar?

A key ingredient of being a successful communicator is your ability to be assertive. If you want to be calm, open, respectful, confident and feel good at the same time, in any situation, this one day programme will enable you to do just that.

Be advised, there is no magic wand!

This programme is designed to raise your self awareness and introduce you to simple, practical tips and techniques which you will ultimately want to own and use because of the results they achieve for you.

Benefits

By the end of the programme you will be able to:

- explain the principles of assertiveness
- manage your own emotions to achieve a better outcome
- say 'No' when appropriate and feel okay about doing it
- handle confrontation, anger or negativity from others with ease
- recognise submissive behaviour and passive aggression
- recognise and then avoid playing 'games'
- recognise 'mood hoovers' and what to do with them
- be open to feedback; the good, the bad and the ugly!

Approach

This day is practical, solution focussed and aims to meet the specific needs of the participants. You will be encouraged to bring along real situations so that you leave with solutions that work for you. The day will be interactive and give you room to explore different models and ideas that you can practise in a safe environment.

Who should attend?

Anyone who wishes to be more assertive in a wide range of situations.

Programme information

Duration: One day

Price: £425 (excluding VAT)

Dates and locations:

13th May 2008 • Surrey

2nd July 2008 • Midlands

25th November 2008 • London

For further details please call John Baldwin on 01306 621600.

© Morgan Clarke Consulting