

Academy of Training

Interpersonal Skills, Communication And Assertiveness

Overview

One of the key skills for success in business is the ability to communicate effectively. It is important that we are able to express ourselves with confidence and authority in a variety of situations. We must be able to get our message across effectively both with clients and with staff. We must be able to express our views in groups, "stand our ground" under pressure and at times, express contrary opinions.

To do so, we must learn how to say what we want in a way that is clear and constructive without being unhelpful, damaging relationships or disregarding the needs of others. We must be able to match what we say with how we say it while dealing with a variety of pressures and personalities on a day-to-day basis.

Objective

The objective of this one-day workshop is to assist staff in the development of all the communication and assertiveness skills necessary to express themselves effectively while at the same time learning the interpersonal skills necessary to manage working relationships successfully.

Content

Topics included in this workshop include:

- Communication and assertiveness skills overview
- Key habits and behaviours for successful outcomes
- Understanding roadblocks in communication and how to avoid them
- Working with different personalities and social styles of behaviour
- Verbal and non-verbal components of communication
- Getting our message across effectively - the words and actions
- Expressing our point of view constructively
- Speaking up in a group situation
- How to raise difficult and sensitive matters
- Giving feedback to others constructively
- Handling criticism and other forms of manipulation
- How to set limits and say "No" without being unhelpful
- Handling "difficult" people and situations without being unhelpful
- Using our skills for "win-win" outcomes.

Resultant Benefits

On completion of the workshop, participants will be able to express themselves confidently in both one-to-one and group situations. They will also be better able to handle day-to-day interpersonal situations in a manner which is constructive for all parties.

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www.academyoftraining.co.nz : Telephone 021-506-701