

Assertiveness

Acceptance of the existence of conflicts – How to manage conflicts with a constructive and goal oriented approach – Understand that conflict situations offer also some opportunities

Duration

2 days

Public

Everyone who is in the own functional situation, maybe only occasionally, confronted with conflicts either between individuals, or between organisational entities : Leaders (operational, middle management or on board level) – HR-department – functional leaders... The method can be applied whether one is external mediator of the conflict or whether one is involved in the conflict itself.

Objectives

- Teach participants to be assertive in all circumstances
- Help them develop better self-confidence and trust in others
- Incite them to take responsibility and to cope with difficult situations
- Teach them how to manage conflict in a serene way
- Teach them to express their mind efficiently
- Help them encounter and deal with delicate topics
- Help them express their wishes or refusals with effect
- Develop their capacity to give and receive feedback
- Help them to learn how to say "no"
- Help them negotiate in an efficient way
- Help them avoid manipulative attitudes

Program

- Traditional behaviour
 - Passive-escapist behaviour
 - Aggressive behaviour
 - Manipulative behaviour
- The inconvenience of traditional behaviour

- Assertiveness
 - Definition and characteristics of assertiveness
 - Verbal and non-verbal behaviour of the assertive person
- Identifying situations where assertiveness is particularly useful
- Selftest
 - Auto-diagnosis and analysis of my strengths and weaknesses
- Steps to take in order to become more assertive
- How to develop self-confidence
 - The importance of the "self"
 - Developing objectivism and "self" behaviour
 - Being conscious about the legitimacy of one's deeds and acting correspondingly
 - The rights of the assertive person
- How to set aims in an assertive way
- Daring to take risks
- How to express a request in an assertive way
- Learning how to say "no"
 - When to say "no"
 - Daring to say "no"
 - Different ways of saying "no"
- Living an aggressive situation
 - Moral and psychological aggressiveness
 - How to criticise in an assertive way
 - How to deal with justified negative feedback
 - How to deal with unjustified negative feedback
- How to react to manipulative behaviour
- The art of negotiation
 - Negotiation of a realistic compromise between two legitimate aspirations that seem contradictory
 - The win-win concept
 - How to obtain agreement
 - Steps to observe and follow
- Summary and conclusions

Methodology

Alternation of inductive or deductive steps according to the concepts that are to be exposed. Participative and interactive method, leaving a privileged place for discussion and the opportunity to test concretely different behaviours to reach the objective.