



Total Success Training

A Different Type of Training



Assertiveness and Managing Conflict Proposal

Example

Total Success Training. 4a Nelson Road Greenwich, London SE10 9JB

This course is designed for people that have regular contact with customers and colleagues alike. It covers the difficulties that arise when dealing with difficult people/situations and how to manage communication to achieve the 'best result'. It is designed to give delegates many practical tips and techniques and help them get the best out of these difficult situations.

Course Aims and Objectives

- The programme is highly participative and experiential - participants conduct and review situations that require assertive behaviour and may result in managing conflict.
- Assertiveness training will provide delegates with effective tactics to build courage and manage difficult, demanding and aggressive behaviours.
- All sessions are covered in a comprehensive Assertiveness and Managing Conflict course manual that doubles as a useful post-course reference for future development

Course Programme

Assertiveness training will provide delegates with effective tactics to build courage and manage difficult, demanding and aggressive behaviours. How to recognise assertive, aggressive and passive behaviours:

- The key characteristics of an assertive person
- The 5 easy ways to become assertive
- What to say in difficult situations and with difficult people
- How excellent communication skills keep you in control
- How to develop a consistency of approach when dealing with potential conflict
- Techniques for handling clients and colleagues in a friendly and professional manner
- How to project a positive, tactful and assertive approach when handling difficult people
- Effective strategies how to reflect and refocus when under pressure

Pre/Post Course Support

Prior to conducting a course your training co-ordinator will have had the opportunity to liaise with one of our lead trainers who will begin to breakdown your companies objectives.

A key part of their process is understanding what led to your decision to improve your team.

We will incorporate all your current training materials to build in effective role plays and discussions suited specifically to your organisational needs.

Before each course delegates will have completed:

- The pre-course questionnaire (Including personal objectives for the session)

After the course each delegate will receive:

- A CPD Accredited Certificate
- A Comprehensive course manual
- Additional resources beneficial to your continued learning

Your organisation will receive:

- Constructive feedback on the delegates progression
- A roadmap for continued learning specifically to your needs

Course Agenda

Recognising assertive, aggressive and passive behaviours

Delegates will be able to recognise passive, aggressive and assertive communication and body language. We will also show how to reduce potential conflict by adopting assertive behaviours.

Becoming more assertive

How to react when under pressure and how to plan for an assertive encounter with a difficult person. Plus, we'll be getting delegates to recognise when they should be more assertive at work and in their private lives.

Understanding assertive behaviour

Delegates will be able to recognise passive, aggressive and assertive communication and body language. We will also show how to reduce potential conflict by adopting assertive behaviours.

Communication skills for difficult people

Dealing with assertive, angry and talkative people requires different strategies and techniques. Delegates will learn how to handle difficult situations and maintain control in a calm and professional manner.

Verbal conflict diffusion strategies

Calming strategies and what to say – Handling verbal attack patterns – Dealing with aggressive and hostile personalities – Communicating with unresponsive individuals.

The assertive leader

What are the crucial differences and distinctions between task and relationship behaviour needed to produce decisive assertive actions? We will show delegates how to maintain respect by examining the key factors of assertive leadership.

An introduction to Mediation

Mediation is the process of facilitating the communication between parties in conflict towards understanding, collaboration and agreement. It requires both skill and courage. We will teach the delegates how to plan for and implement a successful mediation strategy.

Recognising and reducing organisational conflict

Conflict has many ways of showing itself ranging from anger/frustration to absenteeism to low morale. Group workshops will attempt to identify when conflict contributes to 'real' stress and what specific actions are required.

Helping others to manage conflict issues

From group discussion and role-play delegates will learn how to effectively counsel fellow employees to identify stress that arises from conflict and develop agreed solutions.

Why Total Success

Our vision is to be our customers most valued learning partner. We are dedicated to developing and facilitating innovative, challenging and enjoyable training courses.

We're also fun to work with and have a friendly, empathetic nature and a 'of course we can' attitude with both our clients and delegates. We love training because we love working with people. It's what we do and that's why we think we're good at it. It always comes across in our delivery.

We always recognise the need for training solutions that give real business benefits for both delegates and their organisations. We offer solutions, not only to individual trainees but also to HR departments and training professionals who need to show value for money for their training when they work with an external training provider. Here are some other reasons for contacting us:

- Our lead trainers have over 20 years experience in training all sectors of business in the private and public sectors which means we can adapt our approach to every situation.
- We talk to our clients and produce bespoke (and fully costed) training agendas – only when our clients are happy with our proposal are we happy.
- Most of our in-house courses are CPD accredited giving our clients the guarantee that our training is delivered with credibility and impact.
- Our unique approach also enables us to be very competitive on our prices and we feel we offer best value training.
- Our courses are fully interactive and participative which means more time spent on individual needs and objectives.
- All delegates have free access to our online resources; newsletters, webinars, training blogs and podcasts.
- We pride ourselves on our ability to deal with challenging, demanding (and sometimes difficult) delegates with tact and empathy.

References can be provided upon request.

Clients



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BNP PARIBAS



Training Costs

Training Costs	Cost (Exc. VAT)
<ul style="list-style-type: none">• Full Day Training (Typically 9:30-17:30) Inc. all materials & unlimited delegates	£895
Additional Costs - Optional	
<ul style="list-style-type: none">• Venue Hire (Including Lunch, Snacks & Free-flow Tea and Coffee)• Travel Costs (Outside Central London)	£50 per delegate Varies

Working with us

We hope this programme meets your specific needs; however, if not, we are happy to talk some more. We can offer a variety of flexible ways to support you.

Do visit our website www.totalsuccess.co.uk for an outline of other courses or give us a call to have a chat. We can talk to you about the range of courses we offer.

Either one of our friendly team members will talk you through what might work – or we'll seek out one of our available training partners to answer your queries.

You can call us on **0208 269 1177**

We look forward to hearing from you