

Bio
Pharma
Chem

Skillnet,

Communication & Assertiveness



Delivered by:



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Communication & Assertiveness

Persuasiveness is an essential skill that the modern professional can ill-afford to do without. Whether one-on-one communication or with a group assertive communication is one of the most powerful skills for achieving your objectives. As organisations strive to become less hierarchical, communication has become the defining characteristic of true business leaders. Assertiveness is grounded in mutual respect – respect for the person you are communicating with, as well respect for your own opinions and needs. By clearly and confidently asserting one's needs, interpersonal conflict can be reduced as expectations and boundaries are laid out in an unambiguous fashion. This can lead to reduced stress levels, improved self-esteem and the respect of others in the workplace. Conflict naturally occurs in every workplace but it can have a toxic effect if it is not effectively handled. People with different personalities or competing agendas can lead to the festering of personal animosity. Having good conflict management techniques will lead to less stress and a healthier working environment.

This workshop will demonstrate powerful techniques to enhance your sphere of influence by communicating a logical and credible message, reinforced by your words and body language.

Who should attend?

The course is aimed at individuals who wish to:

- Develop assertive habits and techniques
- Improve communication with Colleagues, Managers, Staff and Suppliers
- Manage expectations and communicate needs
- Maintain work-life boundaries

How will you learn?

- Develop appropriate boundaries by saying “No”
- Communicate directly, confidently and establish win-win compromises
- Learn the effects of communication that is too aggressive/passive
- Apply appropriate levels of assertiveness in differing situations
- Respond appropriately to aggressive behaviour
- Manage conflicts and raise self-awareness

The Programme

- How to get real understanding with others
- Creating an open environment for communication
- Getting your message across
- The 7 Cs of clear communication – clear, concise, concrete, correct, coherent, competent, courteous
- Barriers to effective communication – learning to break down those barriers
- Communicating difficult messages
- Building confidence, knowledge and skill to effectively communicate with others
- Developing collaborative working relationships
- Gaining acceptance of your view
- Understanding assertiveness and how it differs from aggression and submission
- Addressing work situations in an assertive manner
- How self-esteem affects behaviour and how to build confidence
- How apply effective interventions to conflict scenarios
- Behaviours in conflict – fight-flight
- Identifying the best way to relay information
- Understand the stages of the negotiation process
- Identify the obstacles to negotiation
- Evaluate your own current influencing style
- Practice different influencing tactics

This training is delivered on behalf of BioPharmaChem Skillnet by Irish Business Training Ltd. For further information please contact training@bpcskillnet.ie or phone 087 997 0848

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