



“ASSERTIVE COMMUNICATION - FOR MANAGERS AND SUPERVISORS” (4 HOURS)

Do you or your Managers or Supervisors experience any of the following challenges:-

- Difficulty getting team members to do what you ask or tell them to do?
- Reacting negatively when things don't go to plan or mistakes are made?
- Difficulty with team members or customers who are too aggressive and pushy or too timid and shy?
- Difficulty saying 'no' (or 'yes')?
- Team members who react badly to feedback?
- Difficulty correcting undesired behaviours?

Would you like a cost-effective solution to this problem?

“Assertive Communication for Managers and Supervisors” helps managers and supervisors get what they want, not get what they don't want and strengthen relationships at the same time. It identifies and analyses the advantages and disadvantages of the non-assertive communication styles (overt aggressive, submissive and covert aggressive) as well as the assertive style. It links these communication styles to healthy or unhealthy self-images or self-esteem and incorporates a range of strategies and techniques for communicating assertively.

This interactive 4-hour workshop is an exciting journey of self-discovery and will provide great knowledge and tools to communicate more effectively and to get the outcomes that desired from communications. Topics include:

- **The 4 Communication Styles**
- **How body posture and voice inflections affect communication**
- **The Strategies of 'Matching' and 'Pacing'**
- **How to Respond Positively and Effectively to Negative Situations**
- **How to Say No When Appropriate**
- **'I' Messages and**
- **How to Negotiate Behavioural Changes**

Participation in this module as a 'one-off' is a very valuable learning experience that is significantly enhanced if participants are able to complete the whole Leadership and Management Program Series. This series is run in capital cities and various regions for proprietors, managers and senior staff.

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“I gained lots of tips on how to deal with situations with customers and staff at work as well as in my personal life. It was easy to follow. I was very impressed!”

Pharmacy Supervisor, Flagstaff Hill, SA