

assertiveness, positive influence & conflict resolution

SKILLSHOT™ clinics



Do you sometimes hold back from saying what you want to say for fear of repercussion?

Is remaining positive and in control when under pressure a challenge for you?

Do you find it difficult to stand up for yourself in the face of conflict?

"Tact is the art of making a point without making an enemy."

Abraham Lincoln

There are times when we all need to stand up for ourselves and state our views clearly while managing conflict positively. Some find it hard to assert themselves because of their easy-going nature. Others have a tendency to show signs of aggression when under pressure. The aim should be to say what needs to be said while protecting the relationship.

Conflict can be a positive force for change but only if we manage our communication effectively.

In 3 hours you will

- Understand how conflict **impacts** your **behaviour**
- Learn how to **control** your **behaviour** in the face of adversity
- Understand the importance of **balancing** the 'message' and the 'relationship'
- Develop your skills in **active listening** and **acknowledgement**
- Learn how to take control of a conversation and **turn disagreement** into **resolution**
- Master the skill of **saying "no"** in a **positive** way
- Learn how to be an effective **arbitrator**

SKILLSHOT™ approach

Our skillshot™ clinics are intensive, high energy, interactive, short-duration workshops.

We balance theory, to provide context, with practical application to promote impact.

You will be involved in a variety of work-related practical exercises, activities and role-plays, designed to build knowledge of the relevant principles and improve self-awareness.

Feedback will be given on your performance during each of the activities, focusing on both your strengths and improvement needs.

At the end of each clinic you will be asked to identify and commit to specific actions to apply in the work place.

Other SKILLSHOT™ clinics

Meeting facilitation skills

Maximising the effectiveness, efficiency and output of meetings

Communicating with impact & gravitas

Using The Pyramid Principle to communicate with clarity, authority and impact

Managing change

Understanding change, our natural reaction to it, and how to control our, and others', progress along the change curve

Time management & mindfulness

Maximising our productivity through effective management of our priorities, thoughts, attention, focus and energy

Influencing upwards

Developing the ability to influence those more senior than ourselves with conviction, impact and clarity

What next?

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