

Managing Workplace Relationships

This workshop is designed to refresh and enhance existing interpersonal skills and to build the confidence of support staff in responding effectively to the demands of difficult and demanding people and situations. It empowers staff with new communication and problem solving strategies to help them handle their response to the demands of a busy work environment. It will help individuals to become more confident in standing up for their own views and needs whilst recognising their responsibility to others. Practical exercises will build understanding, skills and confidence.

content

- Understanding the difference between assertive, aggressive and passive behaviours
- Recognising the factors that influence personal communication styles
- The key skills of effective communication
- The impact of body language, voice tone and how and what you say
- Saying 'no' without feeling guilty and without causing anger or resentment
- Standing up for yourself and your own rights and needs whilst recognising your responsibility to others
- What makes people difficult?
- Strategies for responding effectively to different types of difficult behaviour
- Responding when external and internal customers, colleagues or senior staff are unduly demanding or difficult
- Avoiding emotional hi-jacking and handling emotional responses
- Deflating angry outbursts, defusing and calming

- Countering negativity, overcoming resistance
- Dealing with dissent and disagreement
- Working towards solutions
- Creating positive working relationships
- Working with people you can't stand
- Countering negativity, dealing with resistance, dissent and disagreement
- Handling your own emotional responses

objectives

Understand the patterns of assertive, aggressive and passive behaviours

Know how to manage or terminate aggressive interactions safely and professionally

Develop an understanding of how to deal effectively with manipulation and put-downs

Become more confident in the face of angry or demanding behaviour

Understand how to get better results from uncooperative 'others'

Identify a personal communication style or 'difficult behaviour'

Improve relationship skills

Know how to persuade or influence rather than confront