

Assertiveness Behavioral Approach in Dealing with Conflicts

Date Venues (\$)Fees Book your seat

14 Dec -18 Dec 2025 Kuala Lumpur 3300 Register Now

Course objectives:

- · How to deal with aggressive, insulting or manipulative behaviour
- Ways of saying 'no' without feeling guilty or causing offence
- How to deal confidently with criticism and how not to feel nervous when challenged
- How to win round the most negative of people
- · Identify the causes of conflict
- Listen effectively & respond in a manner that reflects their ability to see issues from the other persons perspective
- Understand their preferred Influence Style and be able to use the Weapons Of Influence
- Confront Constructively

Who should attend?

- Need to manage conflict at work or in their personal lives
- Seek resolution of intractable problems
- Avoid conflict because of a feeling of inadequate skills
- Feel powerless to deal with difficult people

Course Outline:

Causes of Conflict:

- Sources of potential conflict:
- · Differentiating between Attitudes, Beliefs & Behaviours

Communication Skills:

- Listening Skills & Response Style
- · Invoking the 'seek first to understand' rule
- Establishing Empathy
- Taking Stress out of Stressful conversations
- The DNA of Conversation Management
- The Gap between Communication & Intent
- Absolute & Signal Language
- Body Language

Influencing:

- Push / Pull styles of Influencing
- General Blocks to Influence
- Weapons of Influence & their use:
- Giving Praise effectively
- Encouraging Valued Behaviour

Constructive One to One Confrontation:

- · Rationales for avoiding the confrontation
- The downside of Avoidance
- Objectives of Constructive Confrontation
- Elements of the Constructive Confrontation Message
- Managing the Emotional Thermometers (yours & theirs)
- Giving Space to Respond
- Don't 'You should......'

Differentiating Wants from Needs:

- The other persons Needs Framework
- Differentiating between Wants & Needs
- · 'Why does that matter to you'
- · Searching for the Need behind the Need
- · Brainstorming of possible solutions
- Choosing Options
- Commitment to Re-negotiation
- 4 Approaches to Conflict Enquiry

Conflict Management Styles:

- Conflict resolution Strategies
- Your Preferred Conflict Management Style
- Exercises Thomas Killman Conflict Style Questionnaire

Conflict Resolution Process:

- Negotiating Interpersonal Conflicts
- Group Role Negotiating Process
- Exercises:

Difficult Individual Behaviour:

- One or more individuals dominating the discussion
- Inserting personal agendas
- Becoming emotional
- · Repeating the same point over & over
- Talking off the subject
- Making Side Conversations
- · Being constantly negative or antagonistic
- Presenting a hostile demeanour
- · Interrupting others
- Non-participation
- · Attacking, criticising or picking an argument
- Clowning
- Attendance problems

The Art of Creative Fighting:

- · Establishing the legitimacy of fighting
- Deal with one issue at a time
- Choose the arena carefully
- · Avoid reacting to unintentional remarks
- · Avoid resolutions that come too soon or too easily
- Avoid name calling
- Avoid cornering an opponent
- Agree to disagree
- · Focus on what is needed rather than why it is wanted
- Maintain a sense of humour

Tactics for Conflict Resolution:

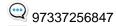
- Change 'But' to 'And'
- Bargaining 'If you..... then I' sequence
- Debates, Signals & Concord
- · Recognising / using Absolute and Signal language
- Questions sensible Do's & Don'ts
- Concession Patterns
- · Behaviours of Skilled Negotiators
- · Negotiating with really tough guys

Assertiveness:

- · What is assertiveness?
- Understanding other people
- Handling difficult situations
- · Understanding yourself
- · Assertiveness techniques
- The communication process

WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.



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