



Introduction

The workplace today is a high pressure environment where we are expected to do more with less and in a faster time. Nowadays more sophisticated customers with ever increasing expectations of higher levels of service and attention are much more demanding and often more aggressive in the way they approach issues that need to be resolved. The same applies for internal customers and stakeholders. In this environment, confidence and influencing skills are a “must” for people at all levels of the organisation. This program delivers practical relating and coping skills where accurate, specific, and effective communications are critical.

Are you someone who needs to influence others? Wouldn't it be great **to be** able to confidently deal with difficult behaviours and situations in a positive way?

In this practical program, you will learn how to treat others with openness, directness, and commitment, how to handle conflict positively even in emotional situations, and how self-concept contributes either positively or negatively to interaction responses and outcomes.

Workshop Benefits

Through this programme, you will learn the skills that will enable you to:

- ▶ Better manage difficult behaviours in the workplace with other staff, managers, supervisors, and customers at all levels.
- ▶ Be more confident and effective in your approach to problem solving and coping skills through heightened self-esteem and awareness.
- ▶ Understand what influences the way people react in different situations.
- ▶ Pinpoint the key elements of effective and professional behaviours and when and how to use them.
- ▶ Improve your confidence for enhanced communication and influence at work and beyond.
- ▶ Enhance your influence and power in both one to one and group communications.

To Be Training & Development

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COPING SKILLS – for *keeping your cool when pushed to the limit!*



Workshop Content

<p>Understanding Behaviour</p> <ul style="list-style-type: none">➤ What makes people respond differently to situations and issues?➤ What triggers aggressive and negative behaviour and attitudes.➤ How past experiences and conditioning affects behaviours.➤ Understanding what drives certain behaviours and learning how to cope with them effectively.	<p>Effective Self Management</p> <ul style="list-style-type: none">➤ Change your thinking, change your behaviour, and change your results.➤ Self Discipline and Responsibility – how to exercise a range of behaviour choices that build your confidence & effectiveness in dealing with others.➤ Personal Impact – how others see you and you see them; developing your professional presence.
<p>Communication & Influencing Skills</p> <ul style="list-style-type: none">➤ Using effective listening and observational techniques to defuse aggressive behaviours.➤ Reading other people's body language more effectively and applying body language techniques to improve communication.➤ Using empathy as a platform for understanding and acceptance of a different viewpoint for positive and effective communications.➤ Using questions to keep control of the discussion.➤ How to explain issues so others will be motivated to embrace your ideas and take action.➤ The power of language. Understanding how words are interpreted differently by people and the effect words have on reactions. Learn how to ensure your explanations are effective and not misunderstood.	<p>Preparation and Application</p> <ul style="list-style-type: none">➤ In preparation for learning, each participant will analyse their current communication style.➤ Each participant will develop a learning agenda and outline the results they want and the time frame for achieving them.➤ As part of the programme follow-up, we strongly recommend that participants engage in ongoing coaching support to help them in the implementation of their learning agenda.

Duration of Workshop: This is a two day workshop, with an option for a post programme review session.