

Assert Yourself and Deal with Conflict

Length of course: 1 day

Is this the right course for me?

Everyone faces some conflict in their lives at sometime and this course helps give you knowledge & skills to face these challenges with confidence.

Pre-Course Requirements

There are no formal requirements for learners who want to attend this course.

What will I learn about?

On completion of this interactive workshop, participants will be able to:

- Demonstrate and evaluate effective, relevant and practical examples of positive assertive behaviour & how to build positive/confident behaviour.
- Describe the importance, value and effects of positive body language and verbal & non-verbal signals in communication.
- Identify why & how to Influence people effectively.
- Recognise some of the causes and effects of Stress and offer some relevant coping strategies. identify the causes, signs & real costs of conflict and how to use relevant skills to resolve it effectively, overcoming obstacles on the way.

How will I learn?

You will learn by listening to talks, group discussions, course related in-class activities and question and answers.

Will I gain a qualification?

You will not gain a formal qualification but you may receive a Certificate of Attendance and Achievement from your tutor.

What can I do next?

Consider developing your skills further with a NLP course.

CIEH Conflict Resolution & Personal Safety (Details at the skillscentre:mk)

Other course information can be found on www.careersadvice.direct.gov.uk or with a NEXT STEP advisor.

What do I need to bring to classes?

Note pad and pen.

Can I talk to someone about my course before I start?

It is usually possible to put you directly in touch with the tutor if a member of the skillscentre:mk team cannot answer your query.