



Positive Communication Skills for Managing Relations at Work

(1 Day)

The focus of this workshop is to create opportunities for participants to develop a good understanding of the tried and tested attitudes and skills that can be applied to challenging workplace situations. This applied knowledge will enhance your skill in managing challenging situations and your confidence.

The workshop will include input from the facilitators, presentations, practical exercises, participant and trainer collaboration and feedback. It will be highly participative and will focus on developing positive communication skills which participants will be able to use in their workplace.

Training Objectives

At the end of this workshop participants will:

- have been introduced to 5 commonly used negotiation styles in challenging situations and will have assessed the advantages and disadvantages of using one predominant style;
- be able to identify our automatic reactions in challenging situations;
- have discussed the opportunities and risks associated with workplace conflict;
- have learned about the skills of positive communication;
- have learned advanced communication skills such as effective listening, reframing and the use of positive language in difficult situations;
- have learned skills through experience and feedback from trainers and other participants; and
- understand some of the consequences of not managing difficult situations at work.

Workshop Outline

- Identifying Challenging Situations
- Behavioural styles in challenging situations and their impact
- Automatic responses
- Skills for Positive Communication
- Advanced Communications Skills: Levels of listening, reflective listening, reframing and use of positive language
- Skill Drills
- Case studies
- Key steps for the Manager in helping to resolve difficult situations
- Case studies