

How to Become a Lion Tamer

exercising mastery in assertive interactions

Being equipped with high level communication skills to effectively promote positive and productive working relationships has the ability to diffuse hostile situations, respond appropriately to confrontations and successfully resolve misunderstandings.

Roles that work in the 'front line' with clients, families and carers are expected to perform their role in a context of high level stress and competing demands often resulting from the conflicting values, opinions and beliefs of those they work with.

This workshop will engage you in an experiential learning journey that will enable you to reflect and consider the impact that certain communication and behavioural approaches can have on relationships.

You will be guided through a five tiered model that will develop your understanding and appreciation of the different levels of assertiveness.

This workshop will provide many opportunities for participants to reflect on and analyse different practice examples of when, where, how and why 'front line' workers find themselves in challenging and confronting situations.

Being able to then practice some of the techniques in the workshop will build your confidence and competence to utilise the strategies for promoting positive and productive interactions.

By the end of this workshop it is envisaged you will be able to:

1. Identify behaviour styles and how they can impact on working relationships.
2. Identify your natural assertive style and apply techniques in a range of work situations to promote positive relationships.
3. Identify appropriate communication strategies and utilize specific techniques in work situations that require assertiveness.
4. Manage conflict and challenge others with empathy and sensitivity.
5. Negotiate to achieve mutually beneficial outcomes.
6. Utilise effective ways of advocating on behalf of others.
7. Influence others using positive language.
8. Motivate others through effective persuasion.

Amovita delivers training throughout Queensland and interstate, we also can tailor training to suit your organisational and staffing needs.

Please visit the Amovita website to view the 2012 Training Calendar.



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Amovita Consulting
P O Box 5677
Manly Qld 4179

Phone: 0420 234 638
Facsimile: (07) 3901 1906
Email: info@amovita.com.au
Website: www.amovita.com.au

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W www.amovita.com.au

