

Assertive Communication in the Workplace

Interacting confidently with substance and style

We are often required to interact assertively in the workplace. We need to communicate with purpose as we resolve conflict, manage teams, and set clear expectations for our colleagues. Sometimes, we have to make a stand and assert our position clearly. Sometimes, we have to give difficult feedback or raise difficult issues.

We usually do all of this instinctively and without a clear template for our words. Often, we avoid the challenge altogether. But we know that we need to stay confident during these often tense situations.

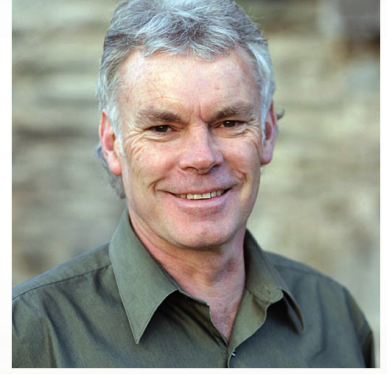
Communicating assertively requires us to stay calm, respectful and considered in our approach. We need to choose our words carefully, be succinct, appreciate the perspective of the recipient, and stay focussed on a satisfactory outcome.

This workshop uses two simple time-honoured models of interaction to structure the style and the content of an assertive message. Participants will learn how to speak clearly and purposefully in difficult situations, and to convey a clear message.

The **style** of assertive interaction references a simple **Transactional Analysis** model, whilst the **content** of the message will be referenced against the classic **DEESC** model of assertive communication.

Simple role play exercises are offered, and participants are encouraged to design effective strategies for addressing their own specific examples.

Worksheets and handouts are provided as part of the workshop materials. The content can be tailored to suit the needs of any particular organisation. Chris distills the simple truths gained from years of his practical coaching and counselling experience, and provides simple insights for participants to make lasting and effective changes to their interpersonal style.



Presenter **Chris Skellett**

MSc Clin Psych FNZCCP
Clinical Psychologist and Author
Dunedin, New Zealand

Chris Skellett is an experienced clinical psychologist and executive coach, who has worked for over 35 years in a wide variety of settings. He has run training workshops to many large and small businesses, including the University of Otago, NZ Post and Fisher and Paykel Ltd.

He has written two popular self-help books, *When Happiness is not Enough: Balancing Pleasure and Achievement in your Life*, and *The Power of the Second Question: Finding Simple Truths for Complex Lives*. He is a well-known and entertaining presenter and speaker.

For more information
call Chris 0064 3 482 2689
or email skellett@actrix.co.nz