

How To Be Assertive and Effectively Manage Conflict

What you will learn from 9am-4pm

- Diplomatic ways to say no**
- How To Be assertive and get your point across**
- How to influence others**
- How to gain and maintain credibility**
- Learn to avoid saying things you will regret**
- Learn to develop charisma**
- How to deal with hot heads and fault finders**
- 4 secrets to high self esteem**
- Benefits of a well managed conflict**
- How conflict escalates**
- Conflict prevention techniques**
- 6 steps to conflict resolution**
- How to manage strong emotions**
- How to redirect angry attacks**
- Learn the 8 critical conflict resolution mistakes**