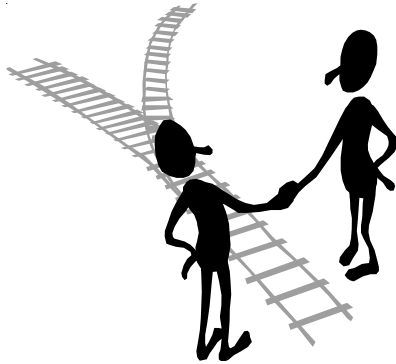


Assertive Team Communication

Fostering a Climate of Collaboration and Trust



Use assertive communication to resolve issues for win-win outcomes

Communication is a skill

Team members must negotiate roles, manage resources, handle disagreements, and deal with deadlines, complaints, and other pressures. Effective communication is an essential skill in team effectiveness. Effective communication results when team members can separate fact from opinion and resolve conflicts using collaboration.

Who should attend

This program can be tailored for all employees. **Assertive Team Communication** is especially helpful to groups who want to manage their communication and conflict constructively and win the respect of their colleagues.

What you will learn

We all have opinions, ideas, and needs. Every team member wants to be an active part of a smooth-running team. However, successful teams take time to develop, and team members must be able to resolve bumps in the road that block communication and create conflict.

In this dynamic program, you will learn how to:

- ◆ use different conflict-handling modes to manage conflict constructively
- ◆ explore collaboration as a tool to achieve win-win solutions
- ◆ use assertive communication tools to manage discussions

Program format

Assertive Team Communication is a two-hour program where participants learn valuable tools and skills during lunch. The workshop uses the Thomas-Kilmann Conflict Mode Instrument, which is a questionnaire designed to measure a participant's tendencies in dealing with team conflict. The program includes practice exercises and discussion and concludes with an action plan for putting new skills to work.

To register, contact:

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