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## **Developing a Win-Win Approach**

### **Workshop Outcomes**

To identify the effects and impact of Assertive, Aggressive, and Passive behaviour on self (physically, emotionally, and well being); others; and the Team. To develop helpful ways of communicating.

### **Audience**

All staff; particularly those who will benefit from developing a win/win approach to communicating their needs with others.

### **Content**

- Defining assertive behaviour
- Measure individual responses to given situations
- In-depth study of own behaviour on others and self
- How do we react to these behaviours?
- How do others react to these behaviours when subjected to them?
- Physical, emotional, and on-going effects
- Developing helpful approach and response behaviour to situations

### **Process**

An experiential based programme where participants will explore and practice applying different approaches to negotiating and communicating their needs of others. Individual coaching and feedback will be provided.

### **Duration:**

1-day

### **Venue:**

One large training room