

The logo for Lance Cross Business Performance Ltd features the words 'Lance Cross' in a large, blue, 3D-style font. Each letter is filled with a scenic landscape image of rolling green hills under a blue sky with white clouds. Below 'Lance Cross', the words 'Business Performance Ltd' are written in a smaller, black, sans-serif font, with each letter spaced out.

Lance Cross

Business Performance Ltd

Can't we all just get along?

However good they are at their job, sometimes people find that things are all getting a bit much. They need a chance to stop and think through with their peers what they can do differently to ease the fevered environment on the team and further improve the atmosphere, so that the team can become more productive and focus on achieving its goals. This practical session aims to provide a fun and supportive group ambience for discussing and agreeing helpful techniques for overcoming these challenges.

Learning Aims

By the end of the session, delegates will have :

- increased their understanding of their own strengths and weaknesses
- recognised what needs to happen to manage personal confidence successfully
- practised relevant skills to enable them to deal positively with real situations in the workplace and reduce stress for themselves and fellow team members while doing so
- agreed consistent standards for resolving problems within the team

For Whom

This half-day workshop is for people who deal with customers as part of their job and have to cope with a commercial environment in which rising (and sometimes unreasonable) customer expectations are becoming the norm. It has been created to help people who find that meeting customer expectations and getting along with their colleagues is becoming more stressful.

Content

- The need for assertiveness in the context of business ethics and performance
- Review of experiences : what is happening on the team, what are the results, how do we feel
- Definition of assertiveness
- Recognising aggressive and passive behaviours
- Boosting our own confidence
- Difficult situations : defence mechanisms and barriers to a positive resolution
- Managing our emotions and staying in control in stressful situations
- Positive ways to challenge unreasonable behaviour
- Practical exercise based on real scenarios
- Tools and techniques for building our own assertiveness skills
- Providing mutual support within the team