Diversity & Communication

MANAGING CONFLICT EFFECTIVELY

Learning Objectives

- Identify different approaches to manage conflict and gain awareness of where each style is most appropriate for different situations such as an Interest-Based Relational Approach and/or Thomas-Kilmann Conflict Mode Instrument
- Learn how to approach conflict as an initiator, as well as a receiver

Learning Outcomes

- By the end of this module, trainees will be better equipped to more effectively manage conflict rather than avoiding it. They will also become aware of how to use conflict as a collaborative relationship-building tool in order to work more effectively with another person.

PROVIDING EFFECTIVE FEEDBACK

Learning Objectives

- Understand the concept of effective feedback and its importance at work
- Know how to ask for effective feedback and how to approach feedback that you may not agree with, using different models such as McKinsey's feedback model, "The SBI method" and "The SKS method"

Learning Outcomes

- By the end of this module, trainees will be equipped with frameworks which will help them to deliver effective feedback to other employees in a constructive, rather than destructive, way. They will also be equipped with the steps neede to ask for feedback, as well as to manage the feedback they have been given.

SETTING BOUNDARIES

Learning Objectives

- Understand the concept of boundaries, and its importance in your personal and professional life
- Assess how you currently set boundaries and understanding your needs, and learn, through a 4-step process, how to establish and maintain your boundaries

Learning Outcomes

- By the end of this module, the trainee will learn to identify his/her needs and how to articulate them effectively to others. They will also be equipped with strategies to ensure that their boundaries are maintained in their personal and professional settings

ASSERTIVE COMMUNICATION

Learning Objectives

- Explore what assertive behaviour looks like and its personal and interpersonal benefits
- Assess the individuals own inclination towards assertive behaviour, and learn how to communicate assertively through the DESC model

Learning Outcomes

- By the end of this module, the trainee will be equipped with different techniques in order to increase their assertive behaviour and communication.

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