

Open Course

- Course Title:** Negotiation and Assertiveness Skills for Secretaries
- Duration:** 1 day
- Target Audience:** A programme for senior secretaries whose role gives them large areas of their own responsibility and who need improved management skills.
- Objectives:** At the end of this course participants will be able to:
- deal more effectively with work situations they find difficult
 - know how to choose which behaviour to use in every situation
 - know how their behaviour affects every situation
 - practise the techniques of negotiation and being assertive
 - improve self confidence at work

Course Content:

Welcome and introductions

Course objectives and overview

Building rapport

- Understanding your own behaviour
- Barriers to assertiveness
- Self esteem and positive thinking
- Are you aggressive, assertive or passive?
- Four steps to stay in control
- Motivating your fee earner / manager
- Practical exercises

Managing the 'last minute manager'

- Getting and setting objectives and deadlines
- Managing multiple priorities
- "Urgent" -v- "ASAP"
- "I'd like to go home on time tonight"
- Managing expectations - why bother?
- Practical exercises

Negotiating greater responsibility

- Identifying the tasks and responsibilities you want
- Using a negotiating framework
- Selling the greater value and getting buy in
- Practical exercises

Action session

- How can this be put into practice?
- What needs to be done differently?

Summary and close