

The MANAGEMENT PLUS series

Concepts

WORKING RELATIONSHIPS

OBJECTIVES

Reading this unit will help you to:

- Describe models of the communication process, barriers, and skills for verbal communications
- Describe assertive behaviour, assertive thinking and the tools of assertiveness
- Prepare for, participate in and lead meetings
- Describe two approaches to negotiation and the skills involved
- Identify causes of conflict and strategies for dealing with conflict

Articles

1. Changing patterns of communication
2. Models of the communication process
3. Barriers to communication
4. Skills for verbal communications
5. Understanding assertiveness
6. Getting to assertive thinking
7. Techniques for behaving assertively
8. Preparing for meetings
9. Participating in meetings
10. Leading meetings
11. What is negotiation?
12. Two approaches to negotiation
13. Skills for negotiation
14. Why does conflict happen?
15. Managing conflict
16. Resolving conflict

Further reading...



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The MANAGEMENT PLUS series

Applications Guide

WORKING RELATIONSHIPS

OBJECTIVES

The activities in this guide will help you to put into practice the concepts of management covered by this title:

- models of the communication process, barriers, and skills for verbal communications
- assertive behaviour, assertive thinking and the tools of assertiveness
- Prepare for, participate in and lead meetings
- two approaches to negotiation and the skills involved
- identification of causes of conflict and strategies for dealing with conflict



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Activities

1. Investigate verbal and non-verbal communication
2. Examine communication in your organisation
3. Examine the communication process
4. Identify barriers in verbal communication
5. Review your verbal communication skills
6. Explore how you behave in a range of situations
7. Review your rights
8. Write positive self-talk
9. Plan to behave assertively in a difficult situation
10. Make practical preparations for a meeting
11. Prepare an agenda
12. Review how you chaired a meeting
13. Evaluate your skill as a meeting participant
14. Identify examples of negotiation in practice
15. Practise using negotiation techniques
16. Keep a conflict log
17. Examine your own strategies for dealing with conflict
18. Practise techniques for tackling conflict issues