

Assertiveness and Conflict Management Training

A Guide for Participants, Line Managers & HR Teams

Course Details

Duration: 3 Weeks | 3 Sessions (3 hours each)
Delivery: Live Online Training
Cost: £295 + VAT per person

Why attend this course?

Difficult conversations and workplace conflict can affect confidence, performance and working relationships. Many people avoid challenging situations altogether or struggle to communicate their needs effectively when under pressure.

This practical programme helps participants communicate assertively, manage conflict positively and build stronger working relationships. Participants will gain practical tools they can apply immediately in the workplace.

Who is this course suitable for?

This course is ideal for employees who:

- ✓ Want greater confidence in difficult conversations
- ✓ Need to manage conflict more effectively in the workplace
- ✓ Want to communicate clearly and assertively without being aggressive
- ✓ Work with a variety of personalities and communication styles
- ✓ Need stronger communication skills
- ✓ Want to build confidence and personal impact

Common challenges this course will address

- Avoiding difficult conversations or conflict situations
- Struggling to communicate needs, opinions or boundaries clearly
- Feeling uncomfortable dealing with challenging behaviour
- Misunderstandings caused by different communication styles
- Managing emotions during difficult conversations
- Resolving conflict while maintaining positive relationships

What previous learners say

"I have learnt so much. It was great to meet everyone and see things from a different perspective. I will be ready and confident when a conflict arises. I feel I can now respond in an appropriate and timely manner."

- Elle Voss, SOCOTEC

What will participants be able to do afterwards?

Following the course, participants will be able to:

- Adapt their communication style to different people and situations
- Recognise and overcome barriers to effective communication
- Communicate needs and boundaries with greater confidence
- Use assertiveness techniques effectively in challenging situations
- Apply questioning and active listening skills to build understanding
- Manage conflict constructively and achieve positive outcomes

How will this benefit the organisation?

Developing stronger communication skills can help organisations:

- ✓ Improve communication across teams
- ✓ Strengthen leadership effectiveness
- ✓ Increase employee engagement and collaboration
- ✓ Build stronger workplace relationships
- ✓ Improve the quality of conversations and feedback
- ✓ Develop more productive, high-performing teams

Participants regularly report greater confidence in communicating, influencing others and building positive working relationships.

Booking Information

To reserve a place on this course, please send an email to info@sterlingtraining.org.uk. You will receive a booking form by return email.

Invoices are issued two weeks prior to the course start date with joining instructions and other course requirements communicated as necessary.

This course can be customised to the needs of your staff or organisation.

If you have any other queries or wish to enquire about closed or bespoke courses, please call us on +44 (0)23 8021 6568

This course is CPD accredited by OpenCPD and offers 9 CPD hours (or points). All participants will receive an approved CPD Certificate