

Program Title: Overcoming Resistance

Description

Communication is critical for our workplace success. One of the foundations of effectively communicating with others is identifying when you are facing resistance. This session will review the basics of assertive, aggressive and passive language, diffusing resistance, and asking effective questions.

Highlights:

Participants will leave this session with tools to recognize, name and diffuse resistance when communicating with others

Learning Objectives:

Review the basics of using a professional “voice”. Assertive vs Aggressive vs Passive

Identify the forms that resistance takes and tactics to deal with the resistance

Use effective questioning techniques

Course Information:

Required Knowledge, if any:	none
Who Should Attend?	Individual Contributors, new supervisors, experienced managers, Senior Leaders
Advanced Prep, if any:	none
Level:	any
Field of Study:	Leadership Development