



Confidence, Conflict and Communication

Dealing with difficult people, challenging situations and problematic decisions

Necessary Skills

A Ph.D. is a big undertaking and unlike many teams in industry where there is a common goal, scientific groups are usually comprised of people with similar subject areas but differing individual goals. Couple that with the fact that the group members are highly intelligent, highly determined and highly focussed and you have a recipe for friction.

Being able to manage difficult people, diffuse difficult situations and having the confidence to make appropriate decisions as well as pursue challenging paths is essential to your success. Having a good productive working relationship with colleagues and your supervisors is essential to the smooth attainment of your doctorate.

This workshop covers:

1. Building confidence and being appropriately assertive
2. Defining your boundaries and balancing differing motivations
3. Ensuring clear communication and managing expectations
4. The essentials of motivation, persuasion and negotiation
5. The different types of difficult people and how to manage them
6. Resolving conflict

Outcomes

Participants will learn useful, easy-to-follow guidelines which will enable them to build lasting confidence and maintain productive working relationships with the people they interact with in their daily lives. This workshop will teach participants techniques to correctly manage people and the situations that often lead to misunderstandings and conflict. By reducing the number and impact of difficult situations, participants can focus on the science and become more productive.

Workshop style

The workshop draws on the personal experience of all participants as well as that of the trainer, thereby ensuring that the training is specific for and relevant to the participants' individual needs. The workshop will be a structured discussion forum to facilitate ideas and develop strategies. **The workshop will be very interactive. Expect to be asked lots of questions, expect to be challenged, expect to participate!**

More co-operation - More productivity - Better science

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