



Happiness-centric...

# META MIND CONFLICT MANAGEMENT & ASSERTIVENESS

MANAGE DIFFICULT CONVERSATIONS & PEOPLE ASSERTIVELY

"Assertiveness is the skill to be honest & respectful at the same time, both with yourself and with others."

-Avinash Ananda

## WHY

this program



Research suggests that over 80% of our happiness comes from our ability to manage our relationships and conflicts with people in an assertive and effective manner.

Have you ever found yourself in any of the following situations - When you felt you were being manipulated or exploited by your boss/relative/friend - When you felt guilty saying 'No' even to an unreasonable demand/request - When you were afraid to speak up - When you felt defensive even though you were unjustifiably criticized?

If your answer to any of these questions is 'Yes', this power packed interactive training program will help you deal with such difficult situations, people, relationships and crucial conversations objectively, respectfully and rationally. You will understand how to increase your effectiveness in getting things done while building positive working relationships and avoiding aggressive or submissive behavior patterns.

## YOU

will learn



- The difference between constructive and destructive conflicts
- Different types of Conflict Management Styles
- To remain calm when dealing with conflict and difficult situations
- To understand others' underlying concerns and work towards alignment
- Meta Mind tools and techniques for Conflict Management
- To develop assertive behavior for a healthier personal and professional life
- To understanding and analyze passive (non-assertive), aggressive and assertive behaviors
- The psychology of balance of power: protecting your rights, and respecting the rights of others
- Assertive communication to deal with criticism, confrontation, low self-esteem and negativity effectively
- Effectively Say "NO" when needed, and express dissent honestly yet respectfully and positively
- To understand and avoid manipulation and power games
- To express your feelings, wants, and ideas rationally and effectively