



# Building Assertiveness and Negotiation Skills

6 CPD  
points

09.30 – 16.30 Hours  
Tuesday, 30<sup>th</sup> April 2019

## Venue:

Classroom, Strayside Education and Clinical Skills Centre, 3RD Floor Strayside, Harrogate District Hospital, Lancaster Park Road, Harrogate, HG2 7SX

Who this is for: SAS Doctors

## Educational objectives:

- Building insight into key theories and models of assertiveness & negotiation
- Build skills in key techniques
- Be able to apply these skills to professional scenarios in daily work situations

**CPD approval:** This programme is subject to 6 CPD points

**About the trainer: Dr Mark Davies, Director** Full time NHS consultant until nine years ago when left to take an MBA and work across a range of sectors including the NHS. Now director of Res Consortium as well as honorary NHS consultant. Delivers educational and service development programmes across the UK with a focus on supporting key clinical groups with extensive work with Consultants, SAS doctors, Clinical Directors and Managers on management and leadership development. Works with all levels of the NHS including providers, commissioners and primary care, delivering wider projects around organisational development, service redesign, commissioning strategy and primary care redevelopment. More specifically with clinicians focuses on key programmes including leadership in service development, appraisal, service redesign, clinical/manager joint working, negotiation, job planning, commissioning, cross agency working, and wider performance issues. Is a visiting lecturer with Nottingham University Health MBA.

## To Book a place:

Please email: [SASadmin@hdfnhs.uk](mailto:SASadmin@hdfnhs.uk)

Tel: 01423 555478

## Agenda

### Registration from 09.00

09.30 Setting objectives

09.45 ABC of Assertiveness – Models & approaches

10.30 Skills 1 – Assertiveness: Core skills development

### 11.00 Break

11.15 Exercise – Self-assessment: High performance practice

11.50 Skills 2 – Assertiveness in practice

12.30 Case study – Challenging unsafe working practices

### 13.00 Lunch

13.30 ABC of Effective Negotiation – A simple model

14.00 Skills 3: Preparing for negotiation

14.30 Skills 4: Managing the negotiation process

### 15.00 Break

15.15 Skills 5: Concessions & flexible trading

15.40 Role play – A negotiation scenario

16.00 Real life negotiation case studies

16.20 Assertiveness & Negotiation Development Plan

16.30 Summary & close