

## Assertiveness Skills

### Learning Objectives

Our one day assertive training seminar enable delegates to understand the processes which will make them more effective and increase their confidence and sense of achievement. Anyone who needs to master the principles and practices of effective, assertive communication. Delegates can discover what works for them, without resorting to difficult behaviour themselves. Working in small groups, two experienced facilitators use game-play, role-play and other experiential processes to get each individual to see exactly what is possible for them in order to feel better about themselves and their situation. Reaches the issues assertiveness training doesn't touch.

### Pre-Requisites

Senior/junior managers, directors, administrative and technical staff have found the following benefits from attending our course

#### Topics:

- ✚ Assertiveness self-assessment
- ✚ Learn to recognise assertive behaviour and its positive results in the workplace
- ✚ Developing assertive body language
- ✚ Developing confidence and self-esteem
- ✚ Developing an assertive vocal image
- ✚ Giving feedback, criticism and praise
- ✚ Understanding and asserting your rights
- ✚ Challenging and changing negative and destructive internal dialogue
- ✚ Accessing external resources and self-help strategies
- ✚ Simple assertive techniques and exercises
- ✚ Recognising assertive, aggressive and passive behaviours in yourself and others
- ✚ Reacting to and managing aggressive and passive behaviours in others
- ✚ Practice assertive behaviour
- ✚ Individual rights and responsibilities
- ✚ Taking the first steps to becoming assertive
- ✚ How to say "no" with confidence and without feeling guilty
- ✚ Standing up for yourself and stating your point of view confidently
- ✚ Understanding the link between stress and assertiveness
- ✚ Handling conflict and aggressive behaviour
- ✚ Negotiating assertively with colleagues