

# Assertiveness

## One Day Course

### Who will benefit

Anyone who has to deal with a variety of delicate issues, which may potentially result in difficult people situations if not handled confidently and skilfully, will benefit from attending. The assertive person will achieve their aims whilst, at the same time, take full account of the feelings of others. The result is positive, confident and constructive communication.

### Objectives

This course is designed to enable you to develop effective assertive behaviour in the workplace. Techniques learned will help you achieve better relationships, greater self-esteem and a more positive attitude.

#### Rights and Behaviour

- What is assertiveness and for what reasons is it important
- Studying human behaviour in order to gain perspective

#### Non-Verbal Behaviour

- Clarifying non-verbal aspects of assertion, aggression and non-assertion

#### Communication Styles

- Adapting our behaviour
- React or respond—the distinctions
- Rights and responsibilities
- How our beliefs drive our behaviour

#### Techniques of Assertion

- Active listening skills
- Voice, personality and behaviour projection
- Guidelines to achieve assertiveness
- Understanding the skills of assertive people

#### Using Assertive Body Language

- Verbal and non-verbal communication

#### Overcoming Obstacles

- How to say 'no' assertively
- Dealing with difficult and demanding situations
- Strategies to deal with conflict

#### Feedback

- Giving and receiving feedback and criticism

#### Affirmations of Assertiveness

- Understanding affirmations
- How to make affirmations work

#### Action Plan

- Participants plan and discuss what they will do on return to work