

Assertiveness

Duration: 1 day

Assertiveness is essential to effective communication. It enables people to deal confidently and successfully with the people around them. This programme provides delegates with techniques to improve assertive communication. If practised these techniques will enable people to feel comfortable about expressing their point of view and ultimately say no, and yes, if and when necessary.

Who should attend this course?

Individuals wishing to develop their personal effectiveness to improve working relationships

Course Objectives

Upon completion of this course participants will be able to:

- ◆ Identify different styles of behaviour
- ◆ Recognise own styles and behaviours
- ◆ Identify key techniques to improve personal assertiveness
- ◆ Use assertive behaviour to handle difficult situations and people
- ◆ Understand the importance of verbal and body language on assertiveness
- ◆ Effectively deal with criticism, confrontation and negativity, in a positive manner

Optional: Use of professional actors for role plays and practical activities

Course Outline

Different Styles of Behaviour

- Distinguishing between assertive, aggressive and passive behaviour
- What is assertion?
- Why adopt an assertive behaviour style?

Defining Your Own Style and Behaviour

- Self –assessment exercise
- What influences are there on your own behaviour?
- How to build working relationships with confidence

Understanding Why People Behave the Way They Do

- The theory of Transactional Analysis and its application
- Workplace assertiveness
- How do your colleagues, managers, clients and suppliers see you?

Assertive Communication

- How to convey your ideas in a direct and positive manner
- How to say 'no' effectively
- Using positive body language
- Adopting assertive language
- How to get your ideas accepted

Dealing with Difficult Situations

- Identifying barriers to assertiveness
- Recognising and dealing with fear
- How to resolve conflict
- Giving and receiving feedback positively

Personal Development

- Developing an action plan for assertiveness to use in the workplace