



Using Assertiveness Effectively

"No one can make you feel inferior without your consent"

- Eleanor Roosevelt

Learning with a difference...

Benefits

- Feel comfortable in expressing what you want clearly
- Avoid misunderstandings in and out of the workplace
- Heighten your self esteem
- Gain confidence in your abilities and what you say
- Recognise the value of taking an assertive stance in order to improve your interactions
- Understand how positive body language can be used to your advantage

Course content

- Identify the differences between assertive, aggressive and submissive behaviour
- Explore and practise proven communication approaches to assertive expression
- Understand the consequences of non-assertive behaviour
- Boost your self esteem and confidence
- Evaluate when and how to say 'no' without feeling guilty
- Understand the benefits of constructive disagreement and handling conflict
- Recognise which 'ego state' mode you communicate from
- Receive feedback constructively; give it without causing unnecessary discord

Build your assertiveness skills to boost your self confidence, so that whatever the situation, you can ensure that you communicate in a way that you can make your point heard.

Course overview

Assertiveness skills are essential in improving your overall effectiveness and confidence, and are useful in a variety of situations. Learn how to improve your skills through understanding why you need to be assertive, when to be assertive and how to be assertive while also developing your confidence and self esteem.



Explore different personality types and identify behavioural traits in order to recognise assertive behaviour to apply yourself. Improve how to communicate your requirements clearly, and learn how to say 'no' when 'no' is the correct response, using the appropriate body language and language.

You will identify situations in which you want to be more assertive and have the opportunity to practice assertive responses during the course. Developing a personal action plan throughout the course will enable you to display more assertive behaviour following this learning experience.

Duration

1 day
09:30 to 16:30

Book now!

Call our Sales
Team on
01295 253253

Experience our tried and tested training methods; have fun while you learn and most importantly - apply what you have learnt in the workplace with free support service after you have completed your training!

"The basic difference between being assertive and being aggressive is how our words and behaviour affect the rights and well being of others"

- Sharon Anthony Bower

Other courses we offer

- Customer Care with Telephone Techniques
- High Impact Presentation Skills

What our customers say about our courses

"Well paced and the trainer was sensitive to the different needs of the group"

"A professional and friendly approach"



People Productivity &
Specialist IT Training



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