

Duration 1 day

Timings 9:30 – 16:30

Benefits

- Feel comfortable in expressing what you want clearly
- Avoid misunderstandings in and out the workplace
- Heighten your self esteem
- Gain confidence in your abilities and what you want to 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 Description

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 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.

Course Content

- Identify the difference 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

Pre Course Requisites

There are no pre-requisites for this course.

To get the best out of the course, complete our pre-course questionnaire. This will give us a good understanding of why you are doing the training what your expectation are.