

Believe Yourself Assertive

What's in it for you?

This course starts by defining assertiveness and learning how to distinguish between aggressive and submissive behaviour. Delegates then learn the essential skills of assertiveness and are given the opportunity to practise them in a variety of practical situations. By the end of the course you will recognise when to use these skills to achieve optimum results in every interpersonal transaction.

What you will get out of it

By attending the course you will:

- Differentiate assertive versus aggressive or submissive behaviour.
- Learn a range of practical assertiveness techniques.
- Apply these techniques to difficult areas of interpersonal communication.
- Understand the benefits of assertive behaviour and be more assertive at work.
- Learn not to fear aggressive people but know how to respond to them creatively.

Key Themes

Defining Assertiveness

- Benefits of being assertive, and being assertive in the right situations.

Understanding the difference between submissive/aggressive/ assertive behaviour.

The Six Elements of Assertiveness

- Listening, understanding, saying what you think and feel and how to be specific and stay relevant.

Barriers to Assertiveness

- Recognising and dealing with anxiety/feelings of guilt.

Assertiveness Techniques

- Saying "No".
- Persuasion skills and dealing with criticism.
- Understanding the 'scripts' that can help you resolve difficult situations.

What's Involved

This is a highly practical course during which you will have opportunities to experience and practise assertive behaviours and have an engaging time working on case examples of 'difficult' people you have to deal with. The main learning vehicle for this will be exercises which reflect real life situations and the day-to-day interpersonal issues faced in the workplace.

"Never sing in the chorus if you want to be heard" JULES ARCHIBALD