

Good practice Training Group
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Assertiveness

Course duration: One-day Course ref: A311

Overview

If you sometimes find it difficult to express yourself clearly, say “yes” when you’d rather say “no”, or feel that conflict arises because your emotions are allowed to govern your behaviour, then this course could be for you.

Our one-day highly participative assertiveness course is designed to offer an understanding of behaviours, together with skills and techniques that will help empower attendees to take greater control of everyday and ‘difficult’ situations, with better outcomes for everybody.

Who is it for?

All staff

Objectives

- Understand and recognise specific behavioural types in themselves and others
- Express opinions and viewpoints clearly and confidently
- Say “no” to unreasonable requests without feeling guilty
- Respond appropriately to aggressive and passive behaviours using concise communication and assertive body language
- Deliver ‘difficult’ messages and handle conflict positively
- Develop techniques to start behaving assertively

Course Overview

Understanding different types of behaviour

- Defining assertive behaviour
- Distinguishing between passive, aggressive and assertive behaviour
- The four stages of assertive behaviour

- The benefits of assertive behavior

Recognising your own style of behaviour

- Self-assessment of your style of behaviour
- How you react in certain situations and why
- Managing inner dialogue

Assertive techniques

- Assertiveness and body language
- Communicating with confidence
- Dealing with confrontation in different workplace scenarios
- Saying 'no' to unreasonable requests
- Giving constructive feedback
- Using assertive positive language

On-going development

- Establishing your own goals and preparing an objective action plan

Good Practice Training
Bespoke Training for Business