Assertiveness Skills

An understanding of our relationships is important and why certain people bring out particular triggers. If we learn to be assertive we communicate more effectively and our relationships improve. The course is designed so you can discover how to use assertiveness skills to enhance your interpersonal abilities and increase confidence. Being assertive is sometimes confused with aggression; however on this one day training course you can learn different techniques which respect both your needs, and those of the person with whom you are communicating.

The Oxford English dictionary defines 'assert' as: 'maintain, declare one's claim to rights' and 'assert oneself' as: 'insists on one's rights'. Assertiveness training therefore, focuses on understanding, acknowledging and learning how to declare one's rights. This training course involves delegates in realising their own rights and the right of others in the workplace. Practical activities allow delegates to practice expressing their views, opinions and ideas and to listen the views, opinions and ideas of others
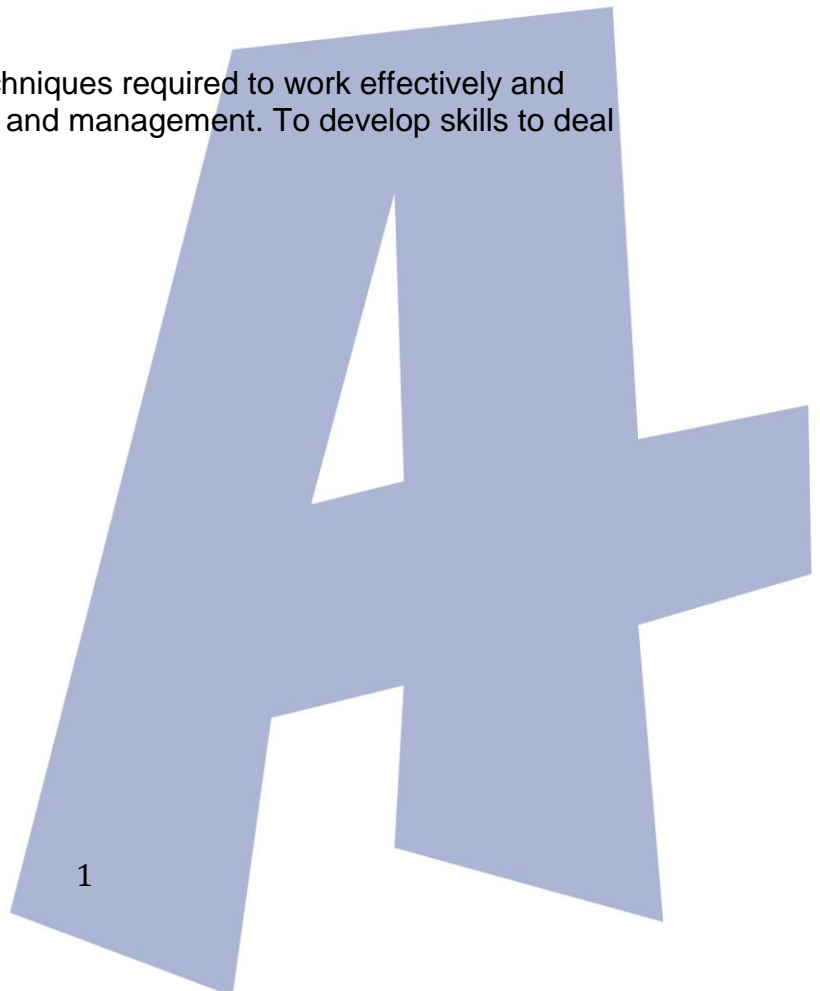
Who will the course benefit?

Anyone who wishes to be promote good working relationships. Those who want to get the best from people at work.

Course Objectives:

To provide skills, methods, and techniques required to work effectively and confidently with colleagues, clients and management. To develop skills to deal with problems at work.

Course Duration: 1 day

This course will enable delegates to:

- Identify how people work and to improve their effectiveness both individually and in a team

- Develop and improve their assertiveness with others

- Communicate more effectively

- Identify the difference between assertiveness and other types of behaviour

- Utilise assertiveness techniques to increase interpersonal skills

- Overcome feelings of apprehension and communicate with colleagues in a more confident manner

- Choose from a number of approaches to deal with difficult situations and as a result increase self-confidence.
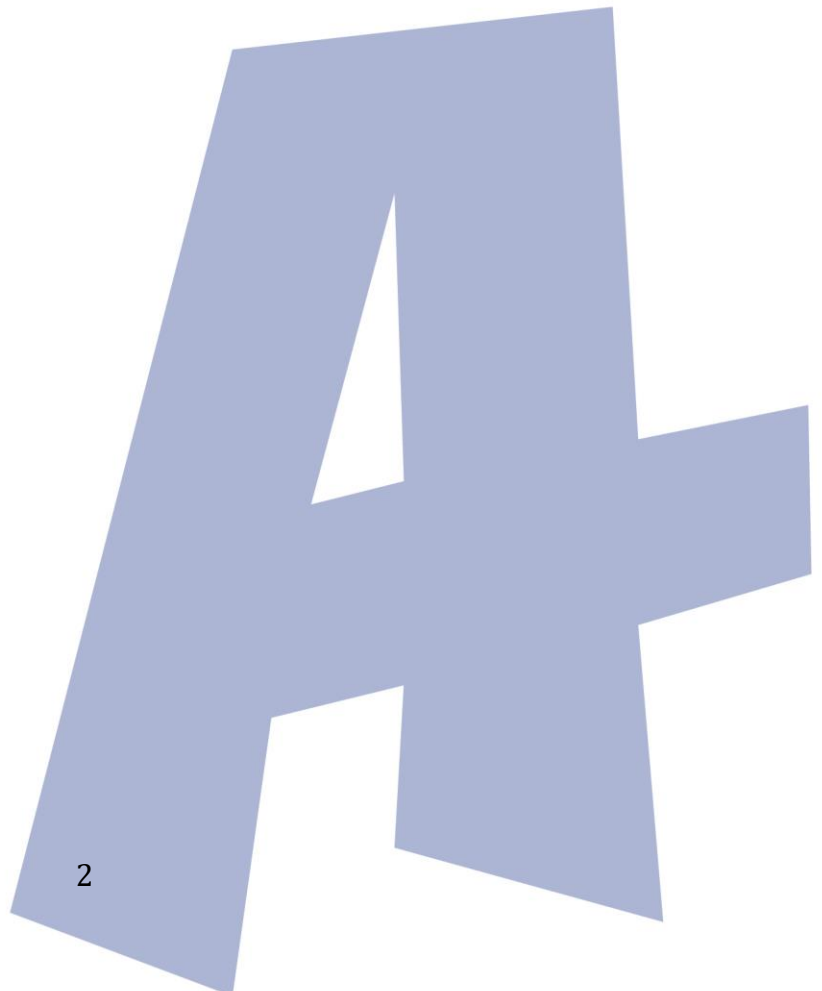
Course Contents

What Is Assertiveness

- Understanding the difference between aggressive, passive and assertive behaviour
- Defining assertiveness
- Assertiveness and Rights
- Self care
- Dealing with fears of assertion

Assertiveness Techniques

- How Assertive are you?
- Assertiveness behaviour and skills
- Assertive responses
- Assertive techniques
- Steps to assertiveness
- Dealing with people constructively
- Saying no comfortably and respectfully
- Making and refusing requests
- Giving and receiving praise

Difficult Assertive Situations

- Handling conflict
- Handling criticism assertively
- Dealing with conflicts and problems
- Giving Bad News
- Understanding and dealing with non assertive behaviour

Personal Development Action Plan