

Assertiveness in a Day

OVERVIEW

Course duration: 1 day.

Do you find yourself in situations where you feel intimidated, unable to speak up or when you do, you are not listened to?

Do you find that you are always saying yes, when you really mean to say no?

This one-day rapid development workshop will give you the critical skills you need to build your self esteem, improve your confidence and communicate effectively and assertively.

It will show you some great techniques on how to deal with others assertively and provide you with a toolkit for the future.

WHO IS IT FOR?

Anyone who wants to develop their assertiveness skills

WHAT WILL I LEARN?

At the end of this course, participants will be able to:

- Recognise what assertiveness is
- Apply assertive behaviours in a broad range of situations
- Recognise barriers to assertiveness and deal with them
- Explain the risks and benefits in being assertive
- Recognise the difference between being and appearing assertive
- Demonstrate techniques to improve and control assertiveness
- Say no effectively
- Recognise and choose an appropriate assertive behaviour

WHAT WILL IT COVER?

Defining Assertiveness

- Defining assertiveness
- Creative activity in teams to recognise and define Aggressive, Assertive and Passive behaviour
- Looking at verbal language, body language and impact of the behaviour through picture and words
- The Aggressive - Assertive - Passive Continuum
- Barriers to assertiveness

How Assertive Are You?

- Assertiveness Questionnaire: what behaviour do you display?
- What work situations prompt aggressive or passive behaviour
- Four key characteristics to assist in developing assertiveness and overcome the barriers to being assertive
- Essential skills and techniques to work towards being assertive behaviour rather than just appearing assertive.

Say "NO" Assertively and more techniques

- Why is it difficult to say no?
- Formula for Saying No and to use the technique effectively
- Say no practice session
- Ten tips for maintaining assertiveness

Practising your Assertive Behaviour

- How to start conversations assertively.
- Using assertiveness scenarios to plan and practise their assertiveness skills.

Planning your Behaviour in Difficult Workplace Situations

- Planning and preparation to deal with difficult work situations by being assertive.

Application Planning

- Develop a personal application plan to support learning transfer to the workplace