

Introduction to Assertiveness Skills – 1 day

Assertive communication is effective communication. Assertive people feel in control and achieve win-win results in their dealings with others. They are able to make their point persuasively and confidently whilst respecting and supporting the views of others. Assertive people in a team or organisation build co-operation and develop their own and other's potential to the maximum.

Learning Outcomes

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

- Recognise the link between assertiveness, confidence and self-esteem
- Deal more effectively with conflict and anger
- Understand how to make, refuse and accept requests more appropriately
- Develop techniques for handling negotiations more confidently
- Give and receive feedback more effectively
- Write a personal action plan for developing your skills in the future

Variations to this course

Each module can be modified to include other related topics or to address different target audiences. For example, this course has been successfully delivered to women only audiences as well as extended to 2 days. Please contact us for a course outline to suit your situation.

Who is this course for?

Course level - Introductory

This course is suitable for any individual wishing to develop their personal effectiveness, assertiveness and confidence in order to enhance working relationships and manage difficult situations

Core topics

- What is assertive behaviour and how it differs from other styles
- Different types of assertion and when and where to use them
- How to communicate assertively
- Dealing with our feelings and our inner voices
- Giving and receiving feedback