



Workshop Overview

Communication styles vary from individual to individual; some people can seamlessly transcend between different styles dependent upon their circumstances, and others struggle to adopt certain styles, assertiveness being one that is difficult for many. Assertiveness is having the ability to effectively communicate your viewpoints regardless of what others might think or say and this shouldn't be confused with aggression. An assertive person will always stand up for their viewpoint, and because of this are less likely to be taken advantage of.



Benefits

Attending this course will help you gain self-confidence and self-esteem, you will understand and recognise your own style, improve your communications and become more effective, positive and competent in the workplace. It will help you make a plan for realistic change and enable you to realise the benefits of assertive behaviour.

Outcomes & Content

- ✓ Define assertiveness
- ✓ Benefits of being assertive
- ✓ Be assertive in the right situations
- ✓ Understand different levels of assertiveness
- ✓ Self-perception questionnaire
- ✓ Submissive/aggressive behaviours
- ✓ Listen, understand, speak your mind
- ✓ Be specific, relevant and positive
- ✓ Barriers to assertiveness
- ✓ Recognise and deal with fear
- ✓ Persuasion skills and coping with criticism
- ✓ Apply learning to your own situation
- ✓ Plan for realistic changes



Who should attend ?

This course is for anyone who occasionally feels submissive or passive aggressive and wants to learn to stand up for their ideas whilst showing respect for others. It is equally valuable for those who want to better handle aggressive or submissive behaviour in others.

