



Assertiveness

2 Days

COURSE OVERVIEW

To enable participants to be more assertive in their communication at work.

COURSE OBJECTIVES

By the end of the programme, participants will have analysed their current behaviour patterns at work and explored the differences in assertive, aggressive and passive behaviour. Considered the benefits of an assertive approach to communication, practiced the key skills of assertiveness and examined how to use these skills effectively in the workplace.

COURSE CONTENT

Day One

- What is assertiveness?
- Understanding our own behaviour
- Assertive body language
- Assertive skills
- Practice saying 'no' assertively

Day Two

- Self esteem and self worth
- Giving and receiving 'criticism' assertively
- Practice
- Being assertive in meetings
- Role play
- Action planning