

Assertiveness Skills - 1 Day Workshop

This workshop supports employees to develop assertive communication skills. We explore assertive and non assertive behaviour and introduce a range of tools and techniques to enable delegates to communicate more effectively. Through raising self awareness, self confidence and exploring a range of practical models delegates take away a range of tools to help them to be more assertive in the workplace.

This course is appropriate for all who want to improve their communication skills and recognise there are times when they need to be or feel more assertive in their communication style.

Content

Assertive behaviour defined

- Assertive, passive and aggressive behaviour
- Body language, tone and content
- Rights and Responsibilities

Assertive Tools and Techniques

- Thinking Right
- What labels do I wear?
- The six styles of assertive behaviour
- 4 models for assertive communication
- Exercises to build self confidence

Say no without feeling guilty

- Top tips for saying No
- When you have to say yes....

Apply tools to real life situations

- Practice tools and techniques in a safe setting

Action plan

- What am I going to do?
- What support do I need?

