

Assertiveness for Beginners

The ability to be assertive is a rewarding skill and makes personal and professional life more fulfilling. This course gives delegates an understanding of assertiveness, and techniques to help them deal with many different and difficult situations more confidently and successfully.

By the end of the course delegates will be able to:

- identify and distinguish between assertive, aggressive and submissive behaviour, and how each impacts on the recipient
- evaluate their own assertiveness level and identify a plan for improvement
- select and apply appropriate techniques to communicate individual situations effectively

The course includes:

- defining assertiveness in the context of each individual's 'Bill of Rights'
- responding instead of reacting — focusing on assertiveness as a skill that can be learned, rather than an instinctive behaviour

- achieving objectives through assertive communication
- refusing assertively — negotiating rather than saying no
- giving and receiving criticism
- managing confrontation assertively
- role playing and other exercises to give delegates the opportunity to practise techniques, receive feedback and develop a personal action plan

This course is suitable for managerial and professional staff who need to communicate more confidently and effectively, whether instructing or influencing others.

Duration: 2 days



The Island Partnership

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