

Assertiveness

Assertion should not be synonymous with aggression because aggressive people adopt an 'I win - you lose' mentality to achieve their objectives. The aim should be to solve the problem and get the best result.

Assertiveness does not come naturally to all because we have all learned passive behaviours to stave off confrontational situations. However these behaviours can be unlearned and assertive behaviour used to produce results that benefit both parties.

Participants will:

- Learn to recognise assertive behaviour and its positive results in the workplace
- Develop assertive body language, confidence and self-esteem
- Learn to give feedback, criticism and praise
- Understand and assert their rights as an individual
- Use simple assertive techniques and exercises
- Recognise assertive, aggressive and passive behaviours in yourself and others
- React to and managing aggressive and passive behaviours in others
- Understand how to say "no" with confidence and without feeling guilty
- Learn how to state their point of view confidently

Duration: 1 day

This course outline is designed to be a guide and to help you find a programme which may meet your organisation's needs. The content has been re-designed and refined for many different clients in the past - let us fine-tune it to meet your organisation's needs, free of charge. We will happily present any programme on your premises.