

Assertiveness in the Workplace Course Outline



We all benefit from having effective relationships that give both parties respect and leave us feeling good about ourselves and others. This comes from communicating in a direct, open and fair manner – or assertiveness.

Assertiveness in the Workplace is an interactive one day course designed to increase your confidence and composure by equipping you to behave more assertively.

Through our unique **RESULT Approach to Assertiveness** model, you will assess your current behavioural style and consider the consequences. You'll learn the principles of assertiveness and practice techniques for implementing them in a supportive, friendly environment.

Content

- What is assertiveness?
- The RESULT approach to assertiveness
- Rights and responsibilities
- Assertive techniques and strategies
- Thinking and behaving assertively
- Saying "no"
- Body language
- Handling criticism and confrontation

Delegates have said...

"Very constructive"

"Extremely relevant"

"Learning how to say no was useful"

"Course facilitator was excellent"

"Informative and eye opening"



Outcomes

By the end of the day, you will:

- Recognise different behaviour types - assertive, aggressive, manipulative and passive
- Understand the benefits and outcomes of behaving assertively
- Know how to respond in challenging situations
- Have practised using a range of assertive techniques
- Have a personal action plan to improve your skills

About Our Training

All our courses give you:

- An insight into current thinking and good practice
- A range of practical tools and strategies you can use to help you do the job better
- Space to reflect on your current skills and behaviour

Every course will be enjoyable, engaging, interactive and fast paced.

Training should never be a drudge. We believe that learning is inextricably linked to enjoyment. The better the experience, the greater the learning. We always have a light touch and an easy manner that makes it easy to engage with the topic at hand.

There is no chalk and talk or death by PowerPoint here. All the content will be relevant, too. We are always purposeful and focused and haven't got time to waste building towers out of straws. We are much more concerned with seeing pennies drop, lightbulb moments and equipping you to thrive at work.



Get in touch to find out what we offer and how we can help you.

