

Assertiveness in Action

Overview

Duration: One Day

This course will provide guidance on how to become more assertive and build self-confidence, which in-turn will help your attendees to achieve greater work effectiveness and productivity, whilst putting them in control of their daily activities and making them more able to overcome stressful work and life situations.

Description

Being assertive is being able to express yourself with confidence without having to resort to passive, aggressive or manipulative behaviour.

By developing assertiveness and becoming aware of our strengths and weaknesses, we can modify our behaviour for greater effectiveness in social and business interactions.

Topics covered:

- **What is Assertiveness?** – A series of activities relating to what assertiveness means and, perhaps more importantly, what it means to the participants.
- **My Assertiveness Goals** – A chance for the participants to review what they want to get out of the session and where they would like to end up regarding their approach to assertiveness.
- **How Assertiveness Works** – A look at human reactions and the reasoning behind them culminating in an activity that looks at the participants own observations relating to assertive behaviour.
- **My Assertive Rights** – A review of the rights we have as individuals followed by a commitment to the rights by the participants.
- **Taking a Positive Approach** – Looking at key methodology, including:
 - **Giving and Receiving Compliments**
A review of typical responses to compliments and their negative consequences, followed by an opportunity to develop new, positive responses.
 - **Improving Self-Esteem**
An in-depth review of each individual's positive aspects.
 - **New Challenges**
A set of challenges to take participants out of their comfort-zone and into the realm of possibilities.
 - **Effective Communication**
A look at what makes effective communication, with some modelling of behaviours.

- **Approaching Assertiveness** – A look at the four cornerstones of being assertive with a chance to practice these behaviours.
- **The Words You Use** – Understanding the key areas of effective communication. Covering the areas of; Disclosing Your Feelings, Being Clear, Being Persistent, Empathising and Working Towards a Wise Outcome.
- **Preparing to Be Assertive** – A chance to understand and practice a set process of ‘scripting’ to develop an effective and natural approach to assertive interactions.
- **Assertive Review** – An activity that solidifies the reasoning behind wanting to become assertive, whilst demonstrating that it is not an unachievable outcome.

Who Should Attend?

Anyone who needs to develop their assertiveness skills and improve communication with others.