

# Improve Assertiveness 1-Day Programme



This workshop aims to develop the skills necessary for individuals to feel comfortable with becoming more assertive. Once people understand the impact they have on others, this valued information can be used to improve performance.

## Who should attend?

All employees who feel they could achieve more by developing their assertiveness skills, plus improving areas of self awareness, decision making, anticipating difficulties and resolving conflict.

## Programme Objectives:

- Identify a personal style that is positive and straightforward, rather than aggressive or submissive.
- Have examined their own personal style so that they may understand their own behaviour and identify areas where improvements can be made.
- Give and receive criticism in a constructive way.
- Employ constructive behaviour in the face of negative attitudes.
- Have practised assertiveness in situations, which involve confrontation.
- Approach problems in different ways and thus, be more productive
- Enhance effective communications with others

## PROGRAMME OVERVIEW:

- Clarifying the different behaviours and what benefits there are in each behaviour
- Understanding what drives our behaviour
- Defining why some people are naturally more assertive than others

## Recognising Various Communication Styles

- Aggressive
- Non-Assertive/Submissive/Passive
- Assertive

## Improving Working Relationships

- Looking at the impact of increasing awareness regarding communication styles
- Interacting and managing others and handling misunderstandings and conflict

## Understanding Assertiveness and Communication with Others

- Seeing to understand
- Active listening and questioning techniques
- Getting more co-operation
- Dealing with difficult situations
- Giving and receiving constructive feedback

## Video – The Art of Straight Talking

## Skill Practice Session

- Delegates practice new assertive behaviours and discuss how easy it is to develop greater assertiveness

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

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