

# Assertiveness: An Introduction

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



## Suitable for

All individuals who wish to improve their assertiveness in the workplace and develop more productive working relationships with colleagues and service-users.

## Aim

To introduce a toolkit of assertive communication techniques to enable more effective and positive performance in the workplace. You will build upon existing skills and identify opportunities for greater confidence and assertiveness.

## Learning Outcomes

By the end of the course, you will be able to:

- ✔ Assess your current levels of assertiveness, confidence and self-esteem
- ✔ Distinguish between assertive, aggressive and passive behaviours
- ✔ Recognise the difference between reacting and responding to situations
- ✔ List the rights and responsibilities of the assertive person
- ✔ Be aware of current negative ways of thinking and identify strategies for taking greater personal control
- ✔ Give positive and negative feedback constructively and with confidence
- ✔ Use a toolkit of assertive communication techniques to effectively handle difficult situations

You will also leave the course with:

- ✔ A sense of achievement
- ✔ A toolkit of techniques and practical ideas for releasing your potential
- ✔ A Personal Action Plan to take your learning further

## Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (\*email required)

## Other Courses to consider

- ⇒ Dealing with Difficult Behaviour in the Workplace
- ⇒ Effective Networking Skills
- ⇒ Improving Your Performance through Emotional Intelligence (2 Days)
- ⇒ Influencing and Persuading Skills
- ⇒ Interpersonal Communication Skills
- ⇒ Managing Your Stress
- ⇒ NLP in the Workplace (2 Days)
- ⇒ Presentations – An Introduction
- ⇒ Resolving Differences and Conflict
- ⇒ Simply the Best – Building your personal image, self-esteem and confidence (2 Days)

## Mike Phillips Training

Releasing potential through learning and development



*"Mike gave really practical examples and used a range of different learning techniques."*

*Very informative, friendly and approachable.*

*Really well delivered and accessible.*

*Thank you! I will recommend."*

## Course Participant

Mencap



## website

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