

Assertiveness in the Workplace (2 Days)

Maximum Participants: 16

Duration: Two Days

Timings: 09:30 – 16:30



Mike Phillips Training

Releasing potential through learning and development

Suitable for

All individuals who wish to explore assertiveness more deeply and to learn and practice assertiveness skills in a safe and supportive environment. (This course provides similar content to 'Assertiveness – An Introduction,' whilst giving more time for personal reflection and skills practice).

Aim

To give the space, time, environment and tools, to enhance confidence and self-esteem and assertiveness. You will learn how to make a better impact on those you work with and communicate with assertiveness.

Learning Outcomes

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

- Define assertiveness and differentiate between reacting and responding to situations
- Distinguish between assertive, aggressive and passive behaviours, their advantages and disadvantages
- Identify the main situations where you find it difficult to behave assertively
- Assess your current levels of assertiveness and self-esteem, creating an action plan for taking greater control
- Recognise and evaluate your preferred communication and behaviour styles
- Be aware of current negative ways of thinking and identify strategies for taking greater personal control
- Demonstrate effective assertive body language
- 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 (Visit my website for details of these and other courses)

- ➔ 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
- ➔ Negotiation Skills
- ➔ 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)

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"Really good course – very well presented."

Mike seemed to take on board all of the things people hoped to achieve from the course and addressed them.

I feel like I have taken lots of helpful this away such as 'Fix it or move on' and squash the ANTS – negative thoughts."

Course Participant

Age UK

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