



Course Outline

Assertiveness II:

Assertiveness and Me in Action (2 Days)

Minimum and Maximum Learners: 6 to 12 Duration: Two Days Timings: 10:00 – 16:30

Suitable for

All individuals who wish to learn and use more in-depth skills to improve their assertiveness in life and the workplace. You will practice a range of techniques to develop more productive working relationships with colleagues, clients/service-users and family/friends.

Aim

To use a range of assertive communication techniques to enable more effective and positive performance in the workplace. You will have the opportunity to test out new approaches to assertive communication that you can use in all areas of your life.

This course is for small groups to enable skills practice and personal coaching.

Learning Outcomes

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

- ✔ **Assess** your current levels of assertiveness, confidence and self-esteem.
- ✔ **Explain** the psychological principles behind assertive behaviour and its impact on workplace relationships and dynamics.

- ✔ **Recognise** your current negative ways of thinking and identify strategies for taking greater personal control.
- ✔ **Tell** the difference between assertive, aggressive and passive behaviours and how you use them in your life.
- ✔ **Use** structured frameworks (e.g., DESC, Broken Record, Fogging) in challenging conversations.
- ✔ **Identify** high-stakes or emotionally charged situations in your life and strategies to deal with them.
- ✔ **Respond** confidently to criticism, manipulation, and unreasonable requests. **Recognise** personal triggers and manage emotional responses during assertive interactions.
- ✔ **Demonstrate** empathy while maintaining boundaries with others.
- ✔ **Use** assertive communication to lead teams, delegate effectively, and negotiate outcomes.
- ✔ **Balance** assertiveness with collaboration to build trust and credibility.
- ✔ **Give** positive and negative feedback constructively and with confidence.
- ✔ **Use** a toolkit of assertive communication techniques in a safe space and receive feedback to effectively handle future difficult situations.

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

Other Courses to consider [\(Visit my website for details of these and other courses\)](#)

- ➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ Developing Resilience in an Ever-Changing World
- ➔ Effective Decision-Making and Problem-Solving: Tools and Techniques
- ➔ Effective Networking Skills
- ➔ Emotional Intelligence to Improve Workplace Relationships and Performance
- ➔ Emotional Intelligence: Improve Your Workplace Relationships and Performance
- ➔ Influencing and Persuading Skills
- ➔ Interpersonal Communication Skills
- ➔ Making the Most of Meetings I: Skills for those chairing, leading or facilitating meetings
- ➔ Making the Most of Meetings II: Skills for those attending and participating in meetings
- ➔ Negotiation Skills
- ➔ Presentation Skills I: Magical Presentations to Engage, Empower, INSPIRE (2 Days)
- ➔ Presentation Skills II: Mastering Advanced Techniques for Authentic Impact (2 Days)
- ➔ Simply the Best – Building your personal image, self-esteem and confidence (2 Days)
- ➔ The Art of Excellence in Customer Care
- ➔ Time Management I: Mindset and Tools for Taking Back Control
- ➔ Time Management II: In-depth Tools and Skills for Effectiveness and Efficiency

