



Course Outline

Assertiveness I:

Assertiveness in the Workplace

Minimum and Maximum Learners: 6 to 16 Duration: One Day Timings: 10:00 – 16:30

Suitable for

All individuals who wish to improve their assertiveness in the workplace and develop more productive working relationships with colleagues and clients/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:

- ✔ **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.
- ✔ **Assess** your current levels of assertiveness, confidence and self-esteem.
- ✔ **Recognise** 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.

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)
- ➔ Assertiveness II: Assertiveness and Me: Putting it into Action (2 Days)
- ➔ Dealing with Difficult Behaviour and Situations in the Workplace
- ➔ Developing Resilience in an Ever-Changing World
- ➔ 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
- ➔ 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 Me – Building Your Personal Image, Self-esteem and Confidence (2 Days)
- ➔ Time Management I: Mindset and Tools for Taking Back Control
- ➔ Time Management II: In-depth Tools and Skills for Effectiveness, Efficiency and Productivity

