

Working with Assertiveness Seminar

Designed for: Anyone who needs to develop a more confident or less aggressive manner when dealing with others at work or in any interpersonal dealings.

Prerequisites: None.

Objectives& Benefits: To learn to identify assertive behaviour and the benefits of being assertive.
Understand when and how to use an assertive manner.

Course Content:

- What is assertiveness? Self assessment; group participation
- Behaviour styles: identifying the difference between aggressive, assertive and submissive behaviour
- Adapting behaviour styles: stages of successful personal behaviour change; goal setting
- Developing an assertive attitude: handling requests; saying 'yes' and 'no'; appropriate responses in practical situations
- Dealing with criticism
- Dealing with emotive responses
- Language choice
- Body language: non-verbal communication
- Case studies: analysing the work place
- Developing a personal action plan