

Assertiveness at Work

Duration:

One day

Objective

This comprehensive one day assertiveness training course is designed to enable delegates to use a more confident approach when developing productive working relationships. "Assertiveness at Work" defines assertive behaviour, and shows how assertiveness can assist in dealing with others and different situations. It encourages delegates to take responsibility for their own development, and enables them to communicate with more confidence and develop positive, assertive responses to a wide range of situations.

Contents

By the end of this workshop each delegate will be able to:

- Recognise and explain the differences between aggressive, assertive & passive behaviour
- What is assertiveness?
- Describe the benefits of assertive behaviour
- How to be more assertive
- Deal with fear positively
- Move from negative to positive ways of thinking & talking
- Take control through positive body language techniques
- Use an influential style of behaviour for getting ideas accepted
- Deal with difficult people in a more confident manner

Who should attend

Managers and professional staff who wish to enjoy greater confidence when communicating with others.

Course benefits

- Handling people and situations at work with confidence
- Achieving results through improved communication
- Resolving issues before they arise as problems
- Dealing with sensitive situations
- Demonstrate more assertive behaviour
- Enhance your own image, self-esteem and confidence

Additional information

Assertiveness at Work is designed to give delegates the opportunity to learn, practice and receive feedback on the skills and behaviours they want to develop.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course has extensive experience in design and delivery of assertiveness skills training. They have been successfully delivering training to both public and private sector organisations for over fourteen years and previously held a number of senior positions in industry.