

## Assertiveness Skills

### Duration – One day

#### Aim

Assertive people are much more effective at work and they are able to handle what might be considered as difficult situations a lot better than others. One of the most common causes of poor communication and relationship difficulties is due to lack of personal confidence or low self-esteem. Learning to be assertive offers the potential to acquire feelings of control, increased confidence and improve their self-esteem. This course will equip participants with assertiveness skills to enable them to be more effective in their dealings with others.

#### Objectives

By the end of the course participants will:

- Be able to identify assertive, aggressive and passive behaviours and their impact on others.
- Identify their own behaviour – are they getting the results they need or want?
- Learn the skills to develop assertive communication – verbally, vocally and visually
- Apply assertive skills to Say No, deal with requests, deal with criticism and asking for help.
- Have an opportunity to practise their new skills in a safe environment.

#### Who should attend?

This workshop is for anyone who wishes to improve their overall effectiveness by challenging to be assertive in a positive, confident way. It will provide the delegate with a set of skills to become more assertive in any task they do.

*We can deliver this course throughout Northern Ireland and Scotland.*

*If you would like to find a course near you, please contact us on 028 90772937 or email [info@doctrina.org.uk](mailto:info@doctrina.org.uk) for more details.*

If you would prefer to have this course tailored and delivered at your premises at a convenient time for you, please contact us by telephone or email [info@doctrina.org.uk](mailto:info@doctrina.org.uk) to discuss your requirements.