

Assertiveness



Category: Communication

Assertive people are distinguished by self-awareness, confidence and precise communication abilities. Attending this course will provide you with strategies to achieve assertive behaviour, identify negative 'self talk' and express your thoughts and opinions in an assured, non-aggressive manner.

Duration

1 day

Course Objective

This course has been developed to provide you with the knowledge and skills to proactively and effectively apply appropriate levels of assertiveness in various situations.

Who Should Attend / Target Audience

Anyone interested in building effective and assertive communications skills.

Learning Outcomes

- Differentiate between styles of communication.
- Learn various assertive techniques.
- Demonstrate an understanding of what part self esteem plays in assertive communication.
- Recognise when assertive behaviour is appropriate.
- Identify negative self-talk and formulate positive self-talk.

Course Content

Why be assertive - *defining what is assertiveness and understanding the difference between assertive, aggressive and passive behaviour.*

What is assertiveness - *understand the distinguishing characteristics of assertive communication.*

The 'Assertive Bill of Rights' - *13 statements to help you on your journey to assertiveness.*

Aspects of passive, assertive and aggressive behaviour - *using body language to identify the differing behaviours.*

Emotional Intelligence - *know your EI and how it impacts others around you.*

Our Brain - *understand the different functions of your brain and where emotions, thoughts and information is processed.*

Developing self esteem - *tools on developing a higher sense of self esteem.*

Steps in assertive communication - *7 steps to assist you when communicating in difficult situations.*

Assertiveness check list - *a checklist to help you become more assertive.*

Related Courses

- Customer Service - Exceeding Expectations
- Dealing with Difficult Behaviour, Conflict Resolution

Next Level Course

Effective People & Communication Skills

Availability

In House Closed Group Public

Version: 4/1/10

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