

1 DAY

# ASSERTIVENESS

**ODYSSEY**  
TRAINING™

An SGS Company



COMMUNICATION COURSE

## LEARNING OUTCOMES

- Break down the components of assertiveness in order to implement them.
- Assess your strengths and opportunities to improve your assertiveness.
- Identify negative self-talk and formulate positive self-talk.
- Understand the relationship between assertiveness and emotional intelligence.
- Apply techniques for listening and speaking assertively.
- Prevent conflicts escalating by changing your approach and improving your responses.

## CORE COMPETENCIES

- Approachability
- Understanding Others
- Peer Relationships
- Creativity

## COURSE OVERVIEW

Many people confuse assertiveness with aggression. However, truly assertive people have self-awareness, confidence, and precise communication abilities that enable them to put forward their point of view without aggression. This course will provide you with strategies and tools to express your thoughts and opinions while being receptive to the needs, wants and feelings of other people.

## TOPICS COVERED IN THIS COURSE

### What is assertiveness?

Understand the distinguishing characteristics of assertiveness.

### Assess your assertiveness

Identify the different ways you think and feel about yourself.

### Components of assertiveness

Four steps for implementing assertiveness.

### Assertiveness and emotional intelligence

Knowing what makes you act and react will help you improve your relationships with others.

### Aspects of passive, assertive and aggressive behaviour

Identify the differences based on voice, speech and body language.

### Making assertive statements and requests

Using 'I' statements to communicate your thoughts and feelings.

### How to say 'no'

Stop being drawn into situations you don't want to be in by learning to say 'no'.

### Developing self-esteem

Make the self-esteem cycle work for you by changing how you view challenging situations.

### Assertively listening

Learning to ignore your own needs to concentrate on what the other person is saying.

### Conversational barriers to avoid

How to identify and avoid the top three barriers to communication.

### Changing your views on challenging situations

Identify the people and situations that lead you to behave without appropriate assertiveness.

### Assertive conflict resolution

Tools to deal with and resolve conflict before it escalates.

Practical, relevant training developed for the Australian workplace.

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