

Assertiveness in Action

Course ref: PD1

Course aims:

- To help delegates to recognise and acknowledge their positive attributes
- To explain different types of behaviour, and how it can be handled
- To recognise when to say “No”, and how to do it without offence
- To enable delegates to manage conflict in any setting

Benefits of attending:

- High quality training by experienced management consultant
- Practical exercises to support the learning process
- Training can be geared to your individual organisation’s situation

Outline of programme:

Delegates will learn how to:

- Spot the difference between assertive, aggressive and passive behaviour
- Recognise the effects of each type of behaviour on others
- Understand themselves better, and decide what they really want
- Look and sound confident
- Replace negative with positive thinking, as a lifetime habit
- Deal with other people’s expectations
- Reinforce images of their own success
- Learn to “power- listen”
- Deal with people who disagree
- Recognise risks and learn from mistakes
- Practice a one minute exercise every day to increase confidence
- Prepare a Personal Action Plan to help them apply the techniques

Note: There is no role-play or video work in this course.

Course duration: This course normally operates as a 1 day course, depending on the depth required and issues which need to be covered. It can also be run as part of a series, together with Effective Communications, Positive Customer Care and Presenting with Confidence.

Presenting with confidence