



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Assertiveness

(1 day)

“Assertive behaviour is ‘appropriate’ behaviour - appropriate to your needs, the needs of your staff & colleagues and to the business.”

Benefits

Assertiveness is a valuable communication skill which is balanced, practical and calm. It helps us deal with others better by increasing self-confidence and personal effectiveness.

Aim

To explore the ways that we behave at work and to ensure that this behaviour is effective in dealing with all possible situations.

Objectives

By the end of the training you will be able to...

- Understand the term assertiveness; what it is and what it isn't
- Recognise the benefits of assertive behaviour to yourself and the organisation in which you work
- Identify and explain the common barriers to assertive behaviour
- Use specific techniques to deal with difficult situations in an assertive manner

Content

- Aggressive & passive behaviour – what are they and why do we use them?
- Assertive behaviour – what it is and what it isn't
- Assessing our own style of behaviour at work
- Recognising our rights and responsibilities
- Introduction to assertiveness techniques
- The importance of assertive body language
- Sharpening your listening skills
- Criticism and praise – giving and receiving
- Reaching a workable compromise
- Presenting yourself assertively
- Using assertiveness at work