

Assertiveness

How long?

1 day

Your Needs

We help you build your story

We specialise in designing bespoke courses for a diverse range of people and industries.

If you want to customise a part of this training, let us know.

Accelerated Learning

Maximise your investment

Our lively, tutor-led courses always include a mix of group discussions, practical and visual exercises, and case studies, relevant to industry.

We also offer 'Learning in the Flow of Work' – audio and video e-learning resources for continued learning afterwards.

What You Get

All courses include:

- ✓ Sweet treats for the day
- ✓ Full set of bound notes for each delegate
- ✓ Course highlights to refer back to later
- ✓ Knowledgeable, experienced tutor
- ✓ 30 mins free aftercare
- ✓ Action matrixes to apply changes and use in appraisals

Contact

Interested?

Get in touch today for a no obligation chat about how we can help you secure your organisation's future.

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"Assertive behaviour is 'appropriate' behaviour – appropriate to your needs, the needs of your staff and colleagues, and to the organisation."

Benefits of attending

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

The purpose of this course is to explore the ways in which we behave at work and to ensure that this behaviour is effective in a wide range of situations.



Who is it for?

Those who want to communicate more effectively and get their message across to others.

Objectives

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

- 📖 Demonstrate an understanding of what assertiveness is.
- 📖 Describe the benefits of assertive behaviour for yourself and for the organisation in which you work.
- 📖 Identify and explain barriers to assertive behaviour.
- 📖 Use specific techniques to deal with difficult situations in an assertive manner.

Content

- ✓ The difference between passive and aggressive behaviour.
- ✓ The characteristics of assertive behaviour (and the barriers that may prevent us from being assertive).
- ✓ Identifying your own style of behaviour at work.
- ✓ Recognising our rights and responsibilities.
- ✓ Overview and application of assertiveness techniques.
- ✓ The importance of assertive body language.
- ✓ Sharpening your listening and questioning skills.
- ✓ Using assertiveness to reach a workable compromise.
- ✓ Giving and receiving feedback that makes a positive difference.
- ✓ Developing an assertiveness 'Action Plan'.