

# 1 Day Assertiveness Skills

## Introduction

*Do you wish you could word things better so that you do not come across as passive?*

*How would you like to be able to say "No" to unreasonable requests and not feel guilty?*

*Would you like to have more confidence in difficult situations?*

This practical 1 day course provides an overview of the concepts of assertive, passive and aggressive behaviour and examines the effects of different types of response. The course also explores how to confidently make and refuse requests.

## Who Should Attend

Anyone who would like to become more assertive in the workplace

## Course Objectives

By the end of the course you will be able to:

- Recognise aggressive, assertive and passive behaviour and identify verbal and non verbal behaviours of each
- To identify own communication style and raise awareness of how other perceive it
- To establish techniques on how to change, to become truly assertive in order to manage situations more effectively
- To demonstrate techniques on how to be assertive with difficult people and difficult situations
- To project more confidence in a range of difficult situations

## Content Summary

- Identify behaviour styles in yourself and others
- Assertion rights - yours and others
- Key principles of assertive behaviour
- Taking control with positive language, voice control and body language
- Communicating with difficult people
- Saying no assertively
- Developing an assertive style
- Personal action plan

## Style

The day will be structured with a mix of theory, demonstrations and hands on by delegates.

All delegates will be given supporting material.

## How to book

Call the office on **023 9225 5232**

E mail [training@thecoachingworks.co.uk](mailto:training@thecoachingworks.co.uk)

[Thecoachingworks.co.uk](http://Thecoachingworks.co.uk)