

## The Assertiveness Workshop

### INTRODUCTION

Being liked at work is fine until it means you find it difficult to say to people what you need to say, without feeling awkward. This one-day workshop allows participants to practice the skills of being assertive in a wide variety of situations. It also gets them to examine the beliefs that people have about not being assertive and explores ways of challenging those beliefs.

### COURSE OBJECTIVES

By the end of the course, delegates will have:-

- *Demonstrated* their understanding of assertive behaviour, so that communication is appropriate and effective
- *Identified* the three behaviours and their effect on people
- *Practised* a range of assertiveness techniques
- *Practised* dealing with aggressive and submissive behaviour
- *Gained* confidence when dealing with challenging situations
- *Agreed* an action plan and identified skills they will put into practice with a timescale to check progress

### COURSE CONTENTS

What is Assertive Behaviour?  
Why is assertive behaviour important?  
The impact of assertive behaviour

Defining Assertive, Aggressive and Submissive Behaviours  
Comparing the styles

Obstacles to acting more assertively  
Low self-esteem  
Inability to handle conflict  
Communication skills

Improving your Self-Esteem  
Using verbal and non-verbal communication  
Techniques in specific situations  
Giving and receiving praise  
Making and receiving requests  
Using 'I' statements

Handling conflict  
Different behaviour styles for handling conflict  
Improving the process for handling difficult people

Personal Development Action Plan

**COURSE DURATION:** 1 Day Course

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