

Communicating Assertively

2 day
Course

'Establishing Our Rights, Responsibilities & Self - Esteem'

Business Scenario Our success and enjoyment in the workplace is directly related to our ability to assert ourselves in an appropriate way. Without it, too many chances to move forward slip through our hands. Each time we hold back and regret it, or blow up and feel guilty, we lose an opportunity.

Who will Benefit? Individuals who want to develop their communication skills in order to create understanding. Those wanting practical guidance on how to handle a range of working situations to achieve productive outcomes.

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

- Explain the benefits of being assertive
- Recognise the impact of body language and tone of voice
- Enhance your working relationships through better interpersonal skills
- Deliver praise and constructive feedback
- Cope and deal with aggression or conflict effectively
- Develop a more confident approach to handling different workplace situations

Course Content

What is assertiveness?

- Defining what is meant by assertiveness
- Identifying the impact of aggressive, submissive and assertive behaviour
- Recognising the value of adopting assertive behaviour

Understanding behaviour and communication

- Using 'Transactional Analysis' to understand behaviours
- How we affect and react to the behaviour of others
- Taking control using an effective communication formula

Assertiveness techniques for different situations

- Giving and receiving feedback in a constructive manner
- Building a plan of action to implement your goals
- Knowing how to say no constructively

Our rights, responsibilities and self esteem

- The link between assertiveness, self esteem and confidence
- Building inner confidence through rights and responsibilities
- Using 'self talk' to break unproductive behaviour patterns

Productive communication skills

- Using assertive and positive language
- Know how to express your ideas and opinions clearly
- Being aware of the impact of your tone and body language

Course Features This course uses interactive sessions, comprising discussion and feedback to help build sound communication skills. There is an opportunity for self-analysis and guidance on implementing assertiveness skills.