

Training Course Outline

Course Title

Being Assertive at Work

Who is it for?

If your lack of assertiveness stops you from doing things, makes you too calm or too aggressive, this course will make the positive change you need.

What is it about?

This course will empower you to get positive and active in your personal and professional lives. It will improve your awareness and appreciation of the total experience of your life. You will learn an open minded approach to complements, criticism, success and fears, to enable you to always take a positive assertive approach.

Overview of Course

All course content is adapted to meet the specific needs of attendees at each course. The course can also be tailored to your precise organizational needs.

Contents

What is Assertiveness

- ✎ Understanding assertiveness - How it works and why
- ✎ Assertive personalities & behaviour
- ✎ Balancing passive and aggressive – How and when
- ✎ Overcoming Obstacles – Beliefs and Fears
- ✎ Working with others – Honesty: Positive responses, negative reactions
- ✎ Greater knowledge & awareness of emotional choices
- ✎ Workplace rights – How they affect you

Applying Assertiveness

- ✎ Assertiveness Techniques – 7 keys to build and maintain self-confidence
- ✎ The art of Listening - Learn how to listen actively
- ✎ Communication skills – Listen, think, respond [Verbal & non-verbal]
- ✎ Appreciate what motivates other people
- ✎ Complete group scenarios – Use your new level of assertiveness
- ✎ Build on learning with role play

What will you get from the course?

- ✓ True confidence and ability to represent yourself in any situation
- ✓ Expanded ability to be calmly proactive
- ✓ Enhanced listening and general communication skills
- ✓ Increased self-respect – Say what you mean, mean what you say
- ✓ Skills to tactfully excel instead of cope
- ✓ True awareness of your behaviour and its potential effects
- ✓ Stress removal techniques