

Assertiveness Skills

*One important key to success is self-confidence.
An important key to self-confidence is preparation.*
Arthur Ashe



Why Assertiveness?

Assertiveness is about taking a balanced, competent approach to communicating. Assertive people are effective communicators and handle other people well, so developing assertiveness skills will help you to get things done in a calm, confident manner.

This programme helps you to find a way of striking the right balance between passivity and aggression – assertiveness. You will develop practical and creative techniques for handling difficult situations, of understanding your own natural responses, and finding new ways to behave that give you better results.

The benefits

- Ability to handle difficult situations and people effectively
- Awareness of the warning signs of stress, equipping you to respond quickly and appropriately
- A highly participative programme, allowing you to practice new tools and techniques
- A personalised plan for assertiveness in difficult situations
- Practical tips and techniques to use straight away covering areas such as negotiation, conflict-handling, stating your opinion, raising objections constructively

What will the course cover?

By the end of the training you will:

- Understand the triggers that influence the way you respond
- Know how to choose assertive behaviours in these situations
- Develop the self-belief that supports assertive behaviour
- Be able to control your state of mind and confidence levels
- Be able to refuse a request without feeling guilty
- Define and achieve win/win/win results with others
- Recognise the signs of stress caused by being unassertive
- Understand how to manage and reduce this stress
- Be able to give and receive constructive feedback
- Have a personalised action plan for practising assertiveness in the workplace

Who should attend?

This course is aimed at people who work with other people to achieve their goals. Managers, professionals, team leaders and customer service staff are just some examples of people who have benefited.

If you are interested in giving your best performance when dealing with others you will benefit from this programme.

“A varied, fun and practical course that gives you an overview of different techniques to cope when being assertive.”

Kate Lancaster – Applecross

“Good course content, with plenty of variety. It’s very friendly and open, so easy to raise your questions etc. Helps you to understand more about people and their characters.”

Jocelyn Michael – Standard Life Investments.

“Excellent quality of presentation and information. Extremely useful and worthwhile.”

Lawrence Orr

Course duration: 1 day

Public Course Price: £265 plus VAT

This course is also available as a tailored in-house course. Prices are available upon application

For more information, please contact:

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