

To discuss this course or
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Assertiveness



DURATION

1 Day

COURSE OVERVIEW

During this course you will understand the differences between different behaviours. You will use a range of assertive techniques to deal with difficult situations.

TARGET AUDIENCE

This course is appropriate for anyone who believes they could be more effective when dealing with difficult people and difficult situations.

LEARNING OBJECTIVES

On completion of this course, delegates will be able to:

- Differentiate between assertive, aggressive and passive behaviours.
- Manage passive and aggression in an assertive manner.
- Modify and strengthen your behaviours whilst remaining assertive.
- Understand how conflict can arise and modify your behaviour accordingly.
- Say 'No' with greater confidence.

PRE-REQUISITES

To get the most from this program it would be useful to think beforehand of those situations where you believe you could be more assertive. The course will involve an element of role-play.

COURSE OUTLINE

The following topics will be covered in this course:

- What is Assertiveness?
- Assertiveness v non-Assertiveness behaviours.
- Understanding appropriate body language and tone of voice.
- Assertiveness techniques: DESC; Stages of Assertion; Saying 'No'.
- Rights and responsibilities.
- Practice sessions.