

Assertiveness Skills

Duration: 1 day

Purpose and aim of course:

This comprehensive day course provides the necessary understanding and practical guidance for employees who wish to develop their assertiveness skills. It provides learners with the tools and techniques to build self-esteem and be able to handle work situations confidently and successfully. It presents learners with an understanding of the importance of language and non-verbal communication in order to communicate assertively.

This unit is suitable for persons who:

- wish to develop their assertiveness, self-esteem and confidence,
- would like to develop their skills in handling difficult situations and be able to work with colleagues more confidently and assertively,
- wish to develop practice when voicing opinions to colleagues and managers.

Learning Outcomes

On completion of this course, learners will:

- be able to appreciate different styles of behaviour including assertive, aggressive and passive behaviour,
- understand why people behave the way they do and the basic elements of Transactional Analysis
- recognise own behaviour style and develop an assertive behaviour style,
- be able to communicate more effectively in order to handle difficult situations and conflict.

Materials:

Learners will receive all necessary material for this course including copies of presentation slides and exercises used in class.

Prerequisites:

This course is a stand-alone course and does not require any previous knowledge.