

Assertiveness

Overview

It is not always easy to manage interactions in a way that ensures both parties feel positive throughout. This course boosts self-esteem and gives you the tools to create constructive interactions.

Who is it for?

Anybody who needs to influence others and manage relationships at work more effectively, without becoming aggressive or submissive.

What you will learn:

What is assertiveness? What are the benefits of adopting more assertive behaviours?

The difference between aggressive, submissive and assertive behaviours

The importance of perception when analysing the feelings of ourselves and others

How clear goal setting helps us achieve results benefiting all

Using body language and tone to influence better business outcomes

Giving and receiving feedback in a constructive manner

How to tackle difficult situations and apply appropriate assertive behaviour in the workplace

Persuasion and influencing strategies

Building a realistic action plan to take back to the workplace

Benefits of attending – You will be able to:

Recognise positive and negative aspects of different behaviours in the workplace

Use body language to aid assertive communication

Manage potentially difficult people and situations with confidence, skill and tact

Duration: 2 days

Ref: FAIP2