



Who is it for?

Anyone who has to deal with a variety of delicate issues which, potentially, could result in difficult people situations if not handled confidently and skilfully.

What you will learn

By the end of this course you will be able to:

- cope calmly with aggression and hassles
- arrive at successful personal outcomes in a variety of demanding situations
- appreciate the importance of nonverbal behaviour when interacting assertively
- communicate effectively in group situations

Course Content

Rights and Behaviours

understanding how your style of behaviour emanates from the rights you give to yourself and others.

Nonverbal Behaviour

clarifying nonverbal aspects of assertion, aggression and non-assertion.

Inner Dialogues

the relationships between the things we say to ourselves and how we behave; the importance of getting things right in our head.

Assertive Outcomes

how to achieve win/win or remain firm when things are non-negotiable, ie saying 'no'.

Assertive Options

how to make your assertions – those for everyday use and others when firmness is needed.

Aggression from Others

understanding how to deal successfully with 'put-downs' and sustained forms of aggressive behaviour from others.

Workplace Application

how to make your contribution in meetings; balancing your rights and responsibilities; how to influence the outcome of a meeting.

Communicating in Groups

acquiring skills for getting a fair hearing from others; influencing the outcome of events.

Action Planning

participants plan and discuss what they will do on return to work.

Duration

The duration of this course is two days. However a tailored in-house version can be delivered to meet specific individual or organisational needs.