

Assertiveness and Building Personal Confidence

This programme helps delegates understand why it is sometimes hard to refuse demands and aims to build the skills necessary for behaving assertively in a practical manner.

This course suits

Anyone wishing to improve their assertiveness skills in the workplace.

What delegates will gain from the course

- Develop confidence in the use of assertiveness skills
- Understand different behaviour patterns and the reasons they arise
- Understand the need for negotiation and persuasion in the workplace
- Practice assertiveness skills and develop an action plan

Timetable

09.30 - 09.45 Coffee and Course Objectives

09:45 - 10:00 Defining Assertiveness
(What is assertiveness? Why is this skill essential to business success? How we influence and how this affects our role in the company.)

10:00 - 10:30 Understanding Behaviour
(Look at behaviour patterns that can throw us off balance. Wanting to succeed, but unable to achieve results; denials and delusions; dealing with challenge to authority and aggression; dealing with difficult people and poor performance.)

11:30 - 13:00 Obtaining Results; Developing Inter-Personal Skills
(Practice overcoming barriers through role plays. Dealing with difficult situations.)

13:00 - 14:00 Lunch

14:00 - 15:00 Negotiating and Persuading
(Understanding the clients' needs, both internal and external. What are the motivators and drivers for their demands or requests? How can I champion my requests over theirs?)

15:00 - 16:30 Practice Makes Perfect; Building Confidence in Assertiveness Skills
(Participants develop assertiveness skills through further role plays, including negotiation and persuasive techniques.)

16:30 Summary & Action Plans Agreed