

Assert Yourself and Build Confidence

PROFILE

- Do you need to improve your effectiveness when negotiating and working with others?
- Do you want to benefit from being able to communicate your needs honestly, openly and directly?
- Do you want to achieve real results, that benefit both you and the other party?

While behaving assertively may not always ensure that you get the results you want – the politest of requests may be declined by some people – when you communicate your needs effectively, you will give both yourself and the other party the opportunity to achieve the results you both desire. This will help you whether you are returning goods to a supplier, negotiating a deal with a customer, or simply having a discussion in a meeting.

This course will provide you with a greater understanding of assertive behaviour, and how to encourage enhanced performance in the workplace by building self-confidence and developing appropriate skills and techniques. You'll benefit from this course if you want to improve your overall effectiveness by behaving in a more confident manner, and if you have concerns about behaving appropriately when pressed by others.

BY THE END OF THE COURSE YOU WILL BE ABLE TO:

- build confidence and self belief
- explore the differences between submissive, aggressive and assertive behaviour
- explain the importance of asserting your rights without infringing upon those of others
- recognise how to be assertive in groups
- utilise the different styles of assertion and their uses
- ensure your message is clear and understood by other people
- master questioning skills and get answers, not conflict
- practise making requests and saying 'no' without feeling guilty.

WHAT WILL THE COURSE COVER?

- Personal objectives for the course.
- What is confidence and self belief?
- What is assertiveness?
- The fundamentals of behaving assertively.
- The alternatives to assertive behaviour – submissive and aggressive behaviour.
- How assertive are you?
- Experiences of assertive, aggressive and submissive behaviour.
- Rights and responsibilities.

- Styles of assertion.
- Assertiveness techniques.
- Building blocks of confidence – what are your achievements?
- An assertiveness model.
- Handling negative feelings.
- The relationship between thoughts, feelings and behaviours.
- Why we say 'yes' when we should say 'no'.
- A three step process for saying 'no'.
- Giving and receiving criticism and praise.
- Ten ground rules for assertive behaviour and effective communication.
- Completion of a personal action plan.