



## Assertiveness for Beginners

delivered by:



The ability to be assertive is a rewarding skill and makes personal and professional life more fulfilling. This course gives delegates an understanding of assertiveness, and techniques to help them deal with many different and difficult situations more confidently and successfully.

### Objectives – by the end of the course delegates will be able to:

- Identify and distinguish between assertive, aggressive and submissive behaviour, and how each impacts on the recipient
- Evaluate their own assertiveness level and identify a plan for improvement
- Select and apply appropriate techniques to communicate individual situations effectively

### Contents:

This course defines assertiveness in the context of each individual's 'bill of rights'. The focus is on assertiveness as a skill that can be learned rather than an instinctive behaviour; role-play and exercises give delegates opportunities to practice techniques, receive feedback and develop a personal action plan. Common situations are explored: saying 'no' assertively; giving and receiving criticism; issuing instructions to others; handling confrontation.

### Course Details – Day 1

- Getting to know you
- What would you do?
- What is assertiveness?
- My own assertive behaviour
- Your bill of rights
- Giving and receiving constructive criticism
- Consolidation and action planning

### Course Details – Day 2

- Points from the previous day
- Asserting yourself in meetings
- Refusing assertively
- Managing and resolving conflict assertively
- Dealing assertively with a problem person
- Review and action planning

**Maximum number of delegates: 12**

**Cost: Members - 2.5 units, £375 +VAT  
Non-members - £562.50 +VAT**

To register please email the Training Co-ordinator on [registrations@thelearningcollaboration.com](mailto:registrations@thelearningcollaboration.com)