



## Assertiveness in the Workplace

delivered by:



Assertiveness means different things to different people. This course helps delegates to understand what assertiveness is and what difference assertiveness can make to the way they interact with others. The outcome will be fewer misunderstandings, and more confident and effective communication.

### Programme Aims

This programme will look at what assertiveness is, and how delegates can improve their communication effectiveness.

### Programme Objectives

By the end of the course participants will:

- Have tactics for dealing with difficult people
- Understand the problems associated with non-assertive and aggressive behaviours
- Know how and when to give different types of feedback
- Have practiced the key skills of listening, questioning and summarising
- Have gained both understanding of, and confidence in, assertive behaviours

### Benefits

Delegates will be more confident in their dealings with others and feel more able to put their case with clarity, in order to achieve results.

### Course duration:

Two days

### Programme Outline

Day One

Introductions and aims established

#### Looking at:

difficult people

difficult situations

Self-awareness: the johari window model

Giving and receiving feedback

Behavioural styles: uncrossing the wires

Practical exercises

Assertiveness and your rights

Review and close



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### Day Two

Review of day one  
Key skills for assertive communication  
Saying “no” assertively  
Planning the effective communication  
Assertive behaviours at work  
Making your point succinctly in meetings  
Building a persuasive message  
*Practical exercise and action planning*  
*Review and close*

**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)