



Assertiveness Skills

Course Description

This highly effective Assertiveness Training Courses provides best practice techniques for your team to become more assertive in the workplace whilst creating a win/win outcome. Enhance your people skills & communication without being passive aggressive or being abusive & instead creating productive relationships.

Course Objectives

To teach delegates 'The Art of Saying No'. This programme deals with Assertiveness Issues offering key techniques to deal with Bullying, Confrontations and Difficult People. We look at concerns of not being liked, offending others, setting effective boundaries and being able to say no when needed. Learn how to say "No" without having to change who you are.

Course Content

- Ensure Small Problems don't become Big Ones
- Change the way you are Treated
- Deal with Difficult Feelings
- Dealing with delegate's own feelings
- Setting boundaries for others
- Presenting clear messages
- Closing conversations
- Gaining increased confidence
- Tools you know you can use
- Handling difficult people and situations
- Practising The Art of Saying No
- Moving awkward situations forward
- Managing conflict

Style:

- Tutorial
- Group discussion and activities
- Practical application of learning
- Create a personal action plan

Duration: ½ day or 1 day