

Assertiveness at work

In this workshop you will learn empowering communication and behavioural techniques that will enhance your self-confidence, credibility and effectiveness. You will also develop an understanding of the factors that underpin behaviour - values, beliefs and attitudes - in order to develop and strengthen your own assertiveness.

This program has been developed to help you approach people and situations using confident, co-operative and positive communication skills.

During this workshop, you will explore:

- Misconceptions about what it means to be assertive
- The differences between assertive, aggressive, passive and passive aggression
- How we create obstacles to our own success
- Techniques to overcome resistance and build cooperation with colleagues and customers

Target audience: All staff

Course duration: 1 day
(Follow up is available)



Passive



Assertive



Aggressive

To book this workshop or for more details of how Learning Insight can support your organisation contact:

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Topics to be explored include:

- ▶ What is assertiveness
- ▶ Myths about assertiveness
- ▶ Your self-esteem and its impact on success
- ▶ What stops us being assertive
- ▶ The four styles of communication behaviours
- ▶ Common thought patterns and non-verbal messages of non-assertive people
- ▶ **Top six techniques used by assertive people**
- ▶ Overcoming anxiety
- ▶ How to enhance self-confidence and credibility
- ▶ How to make requests so that you get what you want
- ▶ How to defuse difficult situations
- ▶ How to say no and give and receive criticism without fear
- ▶ How to deal assertively with criticism
- ▶ Responding to and dealing with disappointment
- ▶ Giving and receiving compliments
- ▶ Reducing stress and conflict

What's included?

In-house training at a time to suit you
Instruction by an expert facilitator
A highly interactive workshop tailored for your organisation
Participant workbooks
Personalised certificate of completion
Guaranteed return on investment!