

Assertiveness Skills

For all employees | 1 day

Develop the skills to behave assertively (rather than in a submissive or aggressive manner) with difficult people, potential or current customers, work associates, and others with whom you interact.

Course objectives

On completion of the training, participants will be able to:

- identify and stand up for their rights, while respecting those of others
- assertively state their needs, wants, views and feelings
- handle difficult people more effectively
- behave empathetically, rather than being sympathetic or apathetic
- practice assertiveness techniques suitable for specific situations

Key content

- Your rights at work and as a human being
- What is assertiveness?
- Assertiveness, aggression and submission: contrasting behaviors
- Effects of negative self-talk/irrational beliefs on our ability to be assertive
- Assertiveness self-appraisal questionnaire
- Five assertiveness techniques:
- The five assertiveness techniques: skills practice
- Empathy, apathy and sympathy: contrasting behaviours
- Dealing with difficult people
- Putting it all together: assertiveness/empathy skills practice
- Action Plan

Participants say ...

- Really enjoyable
- Helped me to deal effectively with difficult people
- Got something out of all parts of it
- Good presenter and made it very interesting
- Very useful material, practical and down to earth
- Presentation excellent
- Every part of this course was a great learning experience
- Very well done, effective communicator