

## Open 'Public' Course Overview

## Assertiveness Skills

### Suitability

For people who struggle to be assertive or to influence others in a work or social environment.

This course is suitable for people who come across too aggressively and also for those who suffer from shyness or nerves.

### Aims of the Course

To ensure that delegates have the skills to communicate assertively with confidence, personal impact and sensitivity.

To introduce delegates to the keys to adapting their assertiveness style in order to communicate their opinion, to change someone else's opinion, to deal with conflict or to influence a situation.

### Learning Outcomes

Delegates will learn how to:

- Act assertively with confidence in a work or social environment.
- Know when and how to adapt their assertiveness style to influence a situation.
- Speak more confidently and assertively when appropriate.
- Use their physical presence and body language to help them to come across more assertively.
- Understand the importance of listening in relation to being assertive.
- Remain calm, considerate and in control if they are perceived to be aggressive.
- Control and use nerves or anxiety positively.
- Present themselves confidently during meetings.
- Deal with conflict effectively and diplomatically.

### Outline Programme

- Understanding the meaning of 'Assertiveness'.
- Gaining an awareness of your ability to be assertive and communicate confidently.
- Seeing yourself and discovering how others see you (practical exercise – filming optional).
- Exploring different ways to be assertive.
- Focusing your message and knowing what you want to achieve by preparing effectively.
- Knowing how and when to adapt your assertiveness style to influence a situation.
- Proving how clear, focused and open communication can improve your ability to be assertive and influential.
- Breaking out of your own personal comfort zone and coming across with confidence and impact.
- Knowing how to communicate more sensitively if you are perceived to be aggressive or rude.
- Learning how to say "No" when appropriate.
- Demonstrating assertiveness (practical exercise).
- Establishing whether your natural inclination is to talk or to listen.
- Using meetings as a focus for adopting assertive behaviour.
- Managing and dealing with interpersonal conflict assertively and sensitively.
- Developing a personal assertiveness action plan for the future.

### Details

Duration; A one day course (0930—1630 hrs)

Venue; London, Bristol or Birmingham (monthly)

Price; £249 + vat per delegate  
Includes lunch, light refreshments and all course materials