

Sample Bespoke Course Overview (Course can be tailored to your specific requirements)

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 struggle with shyness, anxiety or nerves and for those who are perceived as aggressive.

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 self-confidence in a work or social environment.
- Know when and how to adapt their assertiveness style to influence a person or situation.
- Speak more confidently and assertively when appropriate and when in a group.
- Use their physical presence and body language to help them to come across more assertively.
- Understand the importance of listening and perception when being assertive.
- Remain calm, considerate and in control if they are perceived to be aggressive.
- Control and use nerves or anxiety positively to help with assertiveness.
- Present themselves confidently and impressively during meetings.
- Deal with conflict effectively, assertively 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; Normally one day (0930—1630 hrs)

Venue; Off site or office based.

Price; Between £950 and £1,200 + vat depending on delegate numbers.