

Assertiveness

Aims & Objectives

Delegates will understand what types of behaviour lead to assertiveness and their effects upon others.

Participants should be more confident in their actions and be able to handle difficult situations with more ease.

Outcome

Delegates should be able to:

- Understand exactly what assertiveness is and what it is not.
- They should know what types of behaviour lead to assertiveness and their effects upon others.
- Participants should be more confident in their actions and be able to handle difficult situations with more ease.

Course content

Key topics include:

- Identifying types of behaviour.
- Vital elements in communication.
- Body language.
- Attitudes and their effects upon others.
- Skills inventory – personal strengths and weaknesses.
- Self esteem
- Gaining respect.
- Dealing with difficult situations.
- Saying “No”