

# ASSERTIVENESS

## Overview

This course is designed to give attendees the ability to become more assertive in the workplace in a way that all parties feel respected and can achieve positive outcomes. It will provide tools to boost self-esteem and confidence and give strong communication strategies.

## Who is it for?

Individuals who wish to learn how to become more assertive to better achieve personal & work-related goals. Also for those who manage others and wish to do so without being aggressive or passive.

## Course content to include...

- What assertiveness is & why is it important
- Assertiveness vs. passive/aggressive behaviour
- Understand the link between mindset and behaviour
- Learn how to read and use body language to your advantage
- Verbal communication skills - questioning, listening, tonality, inflection
- Recognise that personal confidence levels are within your control
- How to become more assertive and confident in your own abilities
- Understand motivations and personalities of other people & how to adapt to them
- Learn how to say no and ask for what you want
- Deliver compelling messages with growing confidence

## By the end of the course learners will be able to...

- Use body language to strengthen assertive behaviour
- Learn how to deal with aggressiveness and passivity in others
- Manage difficult people with confidence

"Very enjoyable and useful course; great trainer and useful exercises; good course material"

