

Contact with people can be both the most exciting and the most frustrating part of work. This one day course offers a range of assertiveness techniques to use in a variety of situations. Assertive behaviour underpins all successful relationships and this highly interactive workshop will focus on the art and skill of achieving mutually beneficial outcomes.

Your Workshop Leader: Catherine Bowie

LEARNING OUTCOMES

By the end of this course, participants will:

- understand the meaning of 'assertiveness'
- have explored a variety of assertiveness techniques
- follow the seven steps to basic assertiveness
- practise assertiveness skills through a series of exercises
- have identified an action plan to implement changes back in the workplace

KEY TOPICS

- Recognising situations where assertiveness is required
- Understanding the difference between passive, assertive and aggressive behaviours
- How to be assertive: key skills
- Dealing with anger and conflict
- Giving and receiving feedback
- Practical applications
- Creating winning scenarios
- How to say 'No'
- Action planning

WHO SHOULD ATTEND

This workshop is for anyone wishing to improve their working relationships and enhance their professionalism through effective assertiveness techniques.

Outline Programme

Welcome and Introductions

- Aims and objectives of the workshop

What is assertiveness?

- definitions of aggressive, passive and assertive behaviours

When do we need to be assertive?

- Positive mental attitude and the key to win-win scenarios

The seven basic steps of assertiveness

- an easy 'how to' guide

The tools of assertiveness

- language, affirmations, visualisation and a look at self-esteem

How Assertive are you? (individually/in a group)

- quizzes and group exercises

Lunch

Assertiveness and communication skills

- the importance of body language, questioning and listening skills

Dealing with tricky situations

- anger and conflict resolution

Giving & receiving criticism and compliments

- getting the best from both constructive and negative feedback

Handling failure or rejection

- how to build a coping strategy when a situation gets tough.

Action Plans and setting personal objectives

Close of workshop



COMMUNICATE

80 GRANGE LOAN EDINBURGH EH9 2EP • tel: 0131 555 2221 • fax: 0131 667 4587

website: www.communicate-consultants.com • e-mail: info@communicate-consultants.com