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**Assertiveness at Work  
1 Day Training Course**  
Enabling individuals to  
communicate clearly,  
honestly, openly and  
confidently at work.



## Course Aim

To enable participants to communicate clearly, honestly, openly and confidently at work.

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### About the course

Assertiveness is recognised as an invaluable communication skill in the workplace, and one that is relevant to everyone.

Interaction between people attracts a variety of labels - influencing, selling, negotiating, counselling, coaching, mentoring, mediating, etc. But, whatever the label, it is underpinned by our ability to communicate clearly, honestly, openly and confidently, which is the very nature of assertiveness.

This one-day rapid development workshop will give you the critical skills you need to communicate effectively and assertively. It will show you some great techniques on how to deal with others assertively and provide you with a toolkit for the future.

### Key Outcomes

This training course will help you to:

- Take stock of your own behavioural tendencies in 'tricky' situations
- Learn how other people perceive your behaviour
- Recognise what assertiveness is and why it matters
- Express yourself assertively using various tools and techniques to get maximum results

### Who should attend

This course is suitable and relevant for anyone whose success depends on their ability to win the agreement and cooperation of others.

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## Course Outline

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### How Assertive are You?

- Determining your own personal behavioural style in tricky situations
- Gaining an understanding of how others perceive you and your behaviour
- Creating and exploring your own personal assertiveness behavioural profile

### Understanding Assertiveness

- Defining assertiveness:- what it is and why it matters
- The 3 behavioural options: assertive, aggressive and passive behaviour
- The emotional brain and the human flight and fight response

### Behaviour Familiarisation

- Distinguishing between assertive, aggressive and passive behaviour
- Defining passive-aggressive behaviour

### Assertiveness Workout

- An opportunity to practice being assertive in a safe environment and gain feedback



### Tools and Techniques

- Six key fundamental techniques to help us be more assertive
- Using perception checking to respond to passive-aggressive behaviour

### The Assertiveness Game

- Discussion activity in the form of a board game. Group activity objectives include awareness of assertiveness, recognition of behavioural styles, understanding the language of assertiveness and seeing the benefits of being assertive.

### Video Content

- The Video Arts production 'Assert Yourself: Learning to be assertive' is used to reinforce the learning.

### Action Planning

- Action planning the transfer of learning to the workplace

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## What Delegates Say

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“I now understand how to be more assertive in tricky situations.”

**Emma Morgan**  
**Lifelong Learning UK**

“I gained a real reality check of assertiveness in practice, background knowledge and how to implement the skills in the future. The course was very engaging, pitched well with scenarios, role play, video, and additional reading”

**Asha Abdillahi**  
**International Officer**  
**Royal College of General Practitioners**

“The trainer was highly skilled, knowledgeable and enthusiastic and created a fun and comfortable atmosphere for learning.”

**Mary Bingham**  
**Development Leader in IT**  
**Royal College of General Practitioners**



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## Contact us

This course is available for in-house delivery or at a venue of your choice and can be tailored specifically to meet your business needs. For booking fees or further information contact us:

**0845 519 9395**

**[info@traininginterventions.co.uk](mailto:info@traininginterventions.co.uk)**

**[www.traininginterventions.co.uk](http://www.traininginterventions.co.uk)**

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### Related Training Programmes:

- Managing conflict using the TKI
- Understanding others using Myers Briggs personality profiling
- Effective Influencing

