



4D Group

Assertiveness Skills

Who Would Benefit?

All individuals wishing to develop a more assertive behavioural style in order to increase and enhance their effectiveness in the workplace. This course outline can be tailored for group or one-to-one training, to incorporate other subjects and /or focus on particular topics that are more of a priority to the delegate(s).

Objective

Assertiveness is concerned with exercising personal rights, without being aggressive or denying the rights of others. The aim of this course is to increase personal effectiveness in a variety of situations and to learn how to resolve conflicts in a direct and honest manner.

Content

This outline can be modified or added to dependant on specific needs.

Rights and beliefs.
Definitions of types of behaviour.
Behaviour payoffs and prices.
Identify your own behaviour.
Managing expectations.
Know what you want to achieve.
Set SMART goals.
Making and refusing requests.
Broken record.
Negative and positive enquiry.
Negative and positive assertion
Influencing styles and strategies.
Barriers to communication.
Questioning skills.
Active listening skills.
Managing difficult situations.
Resolve current challenges.
Get the right message across.
Practice new skills.
Personal Action Plan.

Duration

One day

Minimum Numbers

Four delegates