

SSBS004: Achieving Assertiveness Skills**Overview:**

Whether dealing with peers, senior managers, clients or suppliers, people must know when, how and what it takes to be assertive. It will provide the participants with the knowledge and skills necessary to develop and use assertiveness techniques to enhance their performance. It covers the understanding of the three most common behaviour types and allows the delegates to practice assertiveness techniques in a safe environment. Through the use of various questionnaires delegates will also gain a clearer understanding of their own development needs, in terms of changing certain behaviours.

The highly interactive workshop is tailored to meet the specific requirements of the attendees. It is peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. In addition participants get the opportunity to put their new found skills into practice in a learning environment.

Duration:

1 day

Objectives:

The workshop aims to enable participants to develop a positive, assertive style having identified behaviour patterns in others and cultivating productive responses. Participants will recognise and enhance their own personal and professional power and build a personal skill set that will enable them to react positively in challenging situations – hence improving professional and personal relationships through assertiveness.

Content:

- The main characteristics of assertiveness?
- Defining behavioural types & (personal & professional)
- Effective verbal & non verbal communication
- Managing emotions & extremes – hostility, passiveness, conflict
- How to distinguish assertive behaviour from aggressive and submissive behaviours.
- The importance of assertiveness to both themselves and others.
- How to deal with aggressive behaviour.
- How to develop guidelines for dealing assertively with aggressive behaviour.
- How to get your point across effectively whilst building an understanding of others' feelings.
- Own current use of assertive behaviour and identify areas for improvement.
- Developing correct assertiveness techniques
- Implementing the day to day assertiveness into the workplace

Process:

- Participant Workbooks with underpinning knowledge and exercises
- Workshop approach & group discussion
- Syndicate & individual exercises
- Learning videos & role plays

Benefits/Outcomes:

On completion of the course participants will:

- Recognise the difference between assertive, aggressive and passive behaviours
- Maximise their positive impact on those around them
- Understand when to apply certain behaviours in certain situations
- Be equipped with tools to deal with different behaviours