

## Course Outline - **Assertiveness**

**Description:** This assertiveness and building personal confidence programme helps delegates understand why it is sometimes hard to refuse demands and aims to build the skills necessary for behaving assertively in a practical manner

**Objectives:** Upon completion of the course participants will be able to develop confidence in the use of assertiveness skills, Understand different behaviour patterns and the reasons they arise, understand the need for negotiation and persuasion in the workplace and practice assertiveness skills

**Pre-Requisites** No previous knowledge is required.

**Duration:** Half day

### **Introduction**

Nature or nurture?  
Making a choice

### **Body Language**

How to read it  
How to use it

### **Getting it Together**

Tension control  
Feel good about yourself

### **Relationships**

Mirroring and matching

### **Positive Attitude**

Self awareness and self esteem  
Positive self image  
Positive language  
Positive affirmations  
Positive thoughts  
Positive outcomes

### **Words and Phrases**

Direct, assertive communication  
Honesty  
Spontaneity

### **Rights and Wrongs**

Everyone's basic rights

### **Power**

Confident delivery  
Volume and intonation  
Projection  
Position and status

### **How Assertive are You**

Exercise

### **Yes and No**

Making and refusing requests  
Broken record technique

### **Now See Hear**

Listening  
The art of small talk  
Conflict Resolution  
Active Listening

### **Problem People**

Prevention is better than cure  
Assumptions about problem people  
How to stay calm  
Tricky Situations

