

## Assertiveness Training – 2 day



### Course Objectives

Assertive skills are life skills which will help you manage challenging situations more effectively at home and in the workplace. It will also alleviate stress-related problems and enhance self-esteem.

### Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

### Definition of Assertiveness

#### Passive and aggressive behaviours

**Group discussion 'Being on the receiving end of passive' aggressive behaviour from colleagues or customers**

**What are the advantages of being assertive/taking control of your own behaviour**

**Increasing the chance of win-win or I'm ok – you're ok!!**

**Manipulative behaviour**

**Our Assertive rights**

**Verbal structure of Assertiveness. i.e. 3 steps**

- Actively listen
- Say what you think or feel
- Say what you want to happen

**Verbal aspects of Assertive/Aggressive/Passive (what people say)!! Stock phrases that work for you**

**Assertiveness skills – saying 'NO', making requests, 'Broken record' technique**

**1<sup>st</sup> Steps to being Assertive in the workplace**

**Role playing with peer group with feedback to each other - pre-prepared situations from company**

**Action planning future behaviour at the workplace and home, soon it will become a learned behaviour and therefore 'second nature'**