Target Audience

- This course is ideal for those looking to take more control of their working and/or personal life, by finding strategies for being more confident and assertive in achieving their desired outcome, when communicating with others.

Course Aim

- To provide individuals with the skills and knowledge to enable them to communicate more confidently and effectively using assertive behaviour techniques.
- The training provides participants with the opportunity to work on their own personal and work situations where they want to be more assertive, enabling them to leave the training equipped with some effective, practiced strategies for achieving a more successful outcome.

Course Objectives

By the end of this one-day training course, the participants will have:

- Recognised the three main categories of behaviour, their advantages and disadvantages and how to best respond to them.
- Tried a wide range of techniques to help them to become more assertive in the workplace.
- Created an action plan to enable them to build on their new skills going forward.

The opposite of self-assertiveness is self-abnegation - abandoning or submerging your personal values, judgment, and interests. Some people tell themselves this is a virtue. It is a 'virtue' that corrodes self-esteem.

Nathaniel Branden
**Course Outline (Morning Session)**

09:30 Welcome and introductions
- Course objectives and outline for the day
- Domestic arrangements and style of programme
- Introducing the Assertiveness Skills Toolkit
- Facilitator presentation and participant personal introductions

09:50 Understanding what makes people assertive and their benefits
- Types of behaviours
- Benefits, advantages and disadvantages of each type of behaviour
- Internal beliefs and their impact
- Rights and responsibilities
- Expressing your desired outcome
- Rotating flipchart group work, facilitated group review, individual questionnaire, pairs exercise and group discussion

11:00 Coffee

11:15 Using assertive communication
- Words and phrases to avoid
- Positive phrasing
- Importance and impact of positive body language and voice tone
- Pairs exercise, facilitation, demonstration and presentation

12:30 Lunch

"Fantastically useful course. Valuable to all areas of my professional and personal life."  
Charlotte Tyler, GP,  
Royal College of General Practitioners

"Excellent course and thoroughly enjoyed it!"  
James Fairweather, Accountant,  
Blue Skies Partnership
Course Outline (Afternoon Session)

13:15  Using assertive communication (continued)
- Updating the Assertiveness Skills Toolkit
- Practice writing assertive response on personal scenario
- Pairs exercise and practice, facilitated group review

14:45  Further techniques for developing assertiveness
- Fogging and broken record technique
- Ways of saying ‘no’
- Giving feedback
- Presentation, meta-planning and small group exercise, facilitated group review

15:00  Tea

15:15  Responding to other behavioural styles
- Appreciating the impact of the different styles of behaviour on each other
- Strategies for responding to different behaviour styles
- Resolving conflict in a constructive way
- Facilitator presentation, small group exercise, facilitated group review

16:00  Action planning and reflection
- Review of learning
- Individual reflection and action planning exercise, facilitated group review
- Course feedback

16:30  Close

The training will be supported with:

- An optional participant pre-course questionnaire and/or pre-course reading.
- A colour printed workbook with tips, techniques and space for personal notes.

Client reviews

⭐⭐⭐⭐⭐ 4.7/5 stars from 30 reviews on FreeIndex and Google

"I really enjoyed the training session and found it very helpful. I liked how the trainer asked us at the beginning of the session what we would like to get out of the training and incorporated it into the session."

Name and company withheld