

Assertiveness Skills

1 Full Day

Course Description

This training course involves participants in realizing their own rights and the right of others in the workplace. Practical activities allow delegate to practice expressing their views, opinions and ideas and to listen to the views, opinions and ideas of others.

Who can benefit from the course?

Anyone who feels they need to be more personally effective in one to one or group situations, making requests, expressing personal opinions or coping with criticism effectively.

Outline

Chapter 1: Assertiveness - What It Is and Why It Matters

Assertiveness Defined

Chapter 2: Progress Begins with Self-Awareness

Your Assertiveness Profile
The Role Of Attitude
Self-Esteem and Self-Confidence
Aids to Self-Esteem

Chapter 3: Building Your Assertiveness

Your Needs, Wants, Interests, Values, and Goals
Your Goals
Speaking Up For What Matters To You At Work

Chapter 4: Assertive Nonverbal Communication

The Power Of Nonverbal Communication
Five Dimensions Of Nonverbal Communication
Align Your Verbal And Nonverbal Communication

Chapter 5 : Assertiveness Opportunities at Work

Developing Positive Visibility At Work

Chapter 6: Addressing the Needs and Interests of Others

Evaluating Your Listening Skills: A Self-Assessment
Three Levels Of Listening
Cultural Barriers To Communicating Needs And Interests

Chapter 7: Assertiveness and Dealing with Difficult People

Four Techniques For Dealing With Difficult People
Disarming The Workplace Bully