

Suitability

For people from all levels of seniority who struggle to be assertive or to influence others in their work environment.

This course is suitable for people who come across too aggressively and also for those who suffer from shyness.

Aims of the course

To ensure that delegates have the skills to communicate assertively with confidence, personal impact and sensitivity.

To introduce delegates to the keys to adapting their assertiveness style in order to communicate their opinion, to change someone else's opinion, to deal with conflict or to influence a situation.

Learning outcomes

By the end of the course, delegates will:

- Act assertively with confidence when necessary.
- Know when and how to adapt their assertiveness style to influence a situation.
- Speak more confidently and assertively when appropriate.
- Use their physical presence and body language as an effective assertiveness tool.
- Understand the importance of listening and perception in relation to being assertive.
- Know how to remain calm and considerate if they are perceived to be aggressive.
- Use nerves or anxiety positively.
- Deal with conflict effectively and diplomatically.
- Say "No" with confidence and diplomacy when appropriate.

Outline Programme

- Understanding the meaning of 'Assertiveness'.
- Gaining an awareness of your ability to be assertive and communicate confidently.
- Seeing yourself and discovering how others see you (practical exercise – filmed, optional).
- Exploring different ways to be assertive.
- Focusing your message and knowing what you want to achieve by preparing effectively.
- Knowing how and when to adapt your assertiveness style to influence a situation.
- Proving how clear, focused and open communication can improve your ability to be assertive and influential.
- Breaking out of your own personal comfort zone and coming across with confidence and impact.
- Knowing how to communicate more sensitively if you are perceived to be aggressive or rude.
- Learning how to say "No" when appropriate.
- Demonstrating assertiveness (practical exercise).
- Establishing whether your natural inclination is to talk or to listen.
- Using meetings as a focus for adopting assertive behaviour.
- Managing and dealing with interpersonal conflict assertively and sensitively.
- Developing a personal assertiveness action plan for the future.

Details

Duration: One day course from 0930 to 1630

Venue: London, Bristol, Birmingham

Cost: £295 (plus VAT) per delegate
Fee includes lunch, light refreshments and all course materials.