

## Assertiveness Skills

This powerful and insightful two-day workshop is guaranteed to add value to anyone who wants to develop a more assertive approach to communication. The course will develop, enhance and improve the communication and assertiveness skills of all who attend. The main focus of the workshop is to ensure that all who attend have the confidence and the ability to influence others using credible and assertive communication strategies. Every skill and concept explored will be brought to life so delegates can clearly relate to how their learning is relevant to the day job.

### HIGH-LEVEL LEARNING

- » Understand what assertive behaviour is and how it looks, sounds and feels in practise
- » Understand the difference between assertive, passive, aggressive and passive aggressive behaviour
- » Demonstrate assertive, language, voice and body language skills
- » Develop high level listening skills
- » Explore advanced rapport building skills
- » Say no with confidence and compassion
- » Deliver difficult messages, feedback and get what they need from others
- » Influence other peoples behaviour by acting as a role model and ambassador for assertive communication
- » Understand and overcome any individual barriers to assertive communication
- » Recognise their own preferred communication style and how to adapt to suit different environments
- » Communicate assertively in meetings in a style that adds credibility to your organisation
- » Effectively plan for assertive communication

### YOU WILL LEARN

- » What is assertive behaviour
- » The benefits of assertive communication
- » Your mindset barriers to assertive communication
- » Assertive body language, voice ad language skills
- » Expressing your ideas and views with confidence
- » An introduction to transactional analysis
- » Gaining control through questioning
- » An introduction to emotional intelligence
- » Managing difficult behaviour and conflict