

Assertiveness at Work

Duration: 2 days

Overview:

In this workshop you will learn empowering communication and behavioural techniques that will enhance your self-confidence, credibility and effectiveness. You will also develop an understanding of the factors that underpin behaviour - values, beliefs and attitudes - in order to develop and strengthen your own assertiveness. The format for both days will be open, highly participative and interactive. Participants are encouraged to make the most of the group dynamics and the expertise of the trainer.

Key Participant Benefits:

- Helps participants understand how personal values affect our behaviour and to how to develop empowering beliefs and attitudes to create the behavioural change necessary to be an assertive communicator
- Positions the differences between assertive, non-assertive and aggressive behaviour and helps participants identify what prompts them to behave these ways
- Builds skills to minimise conflict and resentments, both in oneself or the party being communicated to
- Say "no" without feeling guilty and without giving offence

Key Business Benefits:

- Increases satisfaction and reduces resentment as people feel empowered to speak up
- Consequent lift in productivity through more effective communications
- Increases staff retention by diffusing negativity quickly

Lesson 1: What is Assertiveness?

- Differences between assertive, non-assertive and aggressive behaviour
- Components of assertive behaviour
- Knowing your rights and responsibilities

Lesson 2: Values

- Understanding the role of values
- How our values determine the actions we take and the results we get

Lesson 3: Beliefs

- Empowering beliefs and limiting beliefs
- How to reframe our beliefs

Lesson 4: Attitudes

- What are attitudes?
- The importance of non-verbal behaviour in the communication of attitudes
- State control

Lesson 5 Building Assertive Skills

- "I" statements
- Making assertive statements and requests
- How to say "no" and set limits
- Dealing with criticism
- How to give constructive feedback

Lesson 6: Integrating Assertiveness into your Working Life

- Defusing difficult situations
- Communicating to get the outcomes you want
- Gaining genuine cooperation from colleagues & clients
- Using assertiveness to empower yourself