

Achieving Assertiveness

Course Code

SSBS170

Duration

1 Day

Format

Classroom | Classroom/Virtual |
Virtual

Overview

Our ability to express ourselves clearly and directly has never been more important. Remote and hybrid working arrangements have evidenced the need to communicate simply and without ambiguity. Assertiveness is the skill to express ourselves calmly and clearly without impinging on the rights or opinions of others. It allows our voice to be heard while modelling openness, accountability and trust in our relationships at work.

This one-day programme will explore the power of Assertiveness, allowing participants to develop a skill that can have hugely positive impacts on their work, relationships and careers.

Objectives

To enhance skills towards clear and effective communication for all work-related scenarios.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Content

The traits and behaviours of Assertive people

- Recognising assertiveness in myself and others

The Five Layers of Emotional Intelligence Styles of Communication

- Self-awareness for objectivity, composure and self- management

Styles of Communication

- Behaviour, communication styles and their Impacts on working life

Who Should Attend

This course is suitable for anyone interested in developing their communication skills towards building confidence and effective relationships at work. It is also suitable for people whose roles require strong communication skills such as managers, leaders and public speakers.

As Assertiveness pulls together many diverse skills, this programme can be tailored to meet specific needs.

Prerequisites

There are no prerequisites for this course

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Responding to and giving feedback assertively

- Self-awareness for objectivity, composure and self-management

Managing Conflict Assertively

- Building strong and trusting relationships at work.