

One Day Workshop

Who will benefit:

Anybody would benefit from improving the way they interact with others by behaving in a more confident and positive manner.

Objectives:

By the end of the course participants will be able to:

- ☺ Explain what assertive behaviour is
- ☺ Follow the three practical steps to being assertive
- ☺ Use a range of versatile techniques and skills to deal with difficult situations
- ☺ Say 'no' appropriately and ensure they are heard

Module One – Understanding assertiveness

- What do we mean by 'assertiveness'?
- What are the benefits?
- How assertive are you?
- Why is it important?
- The problems of aggressive and passive behaviour

Module Two – How to be assertive

- The three steps to assertiveness
- Key skills and techniques

Module Three – Dealing with difficult situations without causing conflict

- Situations we find difficult and how we react
- How to say 'no' assertively
- Dealing with difficult situations