

Assertiveness

Duration: 1 day

Assertiveness is the ability to express your feelings, opinions, beliefs, and needs directly, openly and honestly, while not violating the personal rights of others. Assertiveness does not in any way mean being aggressive. Aggressive behaviour is self enhancing at the expense of others; it does not take other individual's rights into consideration.

This work shop enables people to examine their style of communicating with others, to look at steps to improve their interpersonal skills and to change behaviour patterns. During this session we will study assertive behaviours, rapport, body language, questions, giving and receiving feedback, saying "no" and listening skills.

By the end of the programme, delegates will be able to:

- Draw personal strength from an understanding of their rights and responsibilities in relation to others and oneself
- Define assertive and effective behaviour and recognise their own aggressive and passive behaviours
- Use assertiveness tools to resolve the struggle and the ability to achieve a win-win outcome.
- Set goals and action plans for improving key relationships in the workplace.

Pre requisites

There are no prerequisites for this course