



BECOMING MORE ASSERTIVE

Course Outline

Course overview and duration

Being more assertive is something that is commonly requested of today's developing workforce, in order to become more efficient and get more from self, colleagues and clients alike.

This training may be delivered as a 1-day or 2-day course, depending upon the level of detail that is required to meet the desired learning objectives.

Who will benefit from this course?

The Becoming More Assertive course is designed for anyone who would like to develop their assertiveness skills. Some people may be more passive and want to be able to speak up with greater confidence and authority; other people who tend towards an aggressive style may need to step away from this and learn to become less domineering in their approach.

What you will learn:

- Recognise different behaviours in people and their positive and negative aspects.
- Understand rights and responsibilities and appreciate others people's values, beliefs and opinions.
- Understand the difference between being Assertive, Aggressive or Passive.
- Linking these three behaviours with the '3Vs' of communication, and analysing each particular style.
- Understand the barriers to being assertive and how to overcome these.
- Exploring the different types of assertiveness techniques, and learn which style works best in particular situations.
- Apply assertive behaviour in the workplace.
- Manage potentially difficult people and situations with confidence and skill.

All delegates will leave the training with a personalised action plan.

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