

Assertive Communication

This course will give delegates an opportunity to review and develop their ability to handle situations assertively.

Course Objectives:

At the end of the session participants will have:

1. Distinguished between aggressive, submissive and assertive behaviour.
2. Explored the effect each type of behaviour has on others.
3. Reviewed their own personal assertiveness in a variety of situations.
4. Examined a number of communication techniques associated with assertive behaviour.
5. Applied some of those techniques to a range of situations.

Course Content:

- Understanding our rights and responsibilities
- Recognising different forms of behaviours
- How assertive are you?
- The assertiveness cycle
- Strengthening self belief
- Assertive communication skills
 - choosing the right words
 - making and refusing requests
 - saying no
 - dealing with negativity
 - handling anger
 - accepting praise
 - active listening