



“The history of the world is full of men who rose to leadership, by sheer force of self confidence, bravery and tenacity.”

Ghandi

Assertiveness and Influencing Skills Workshop

Improving Personal Effectiveness

DURATION: 1 DAY

OVERVIEW

In both business and personal situations, increased confidence and self assurance can lead to improved communication and relationships.

OBJECTIVES

Participants will gain a greater understanding of their own levels of assertiveness, skills and techniques for dealing with difficult situations assertively and ways of increasing their chances of a win/win outcome every time.

WHAT TO EXPECT

This course involves discussions, quizzes, practical exercises and worksheets. Groups are kept small to allow the personal feedback and interaction with the course trainer.

WHO SHOULD ATTEND

This course is ideal for anyone wishing to moderate or change their style of behaviour by using assertiveness.

COURSE CONTENT

What is assertive communication?

3 types of behaviour are discussed and defined

Passive - Aggressive - Assertive

How assertive are you?

Questionnaire - Assess your own behaviour type

Behavioural styles

Key characteristics for each style are defined

Positive thinking creates positive results

How to use your inner dialogue positively

Communication styles

Adapting our behaviour to forge relationships with others

Techniques of assertion

Asking for what you want

Saying what you mean

Saying no with good grace and respect

Body Language

How to look assertive

Handling difficult situations

Techniques for dealing with aggression

Headline