

Assertiveness Skills

What do I need?

The desire to communicate by being direct, honest and respectful while interacting with others.

How long is the course?

1 Day

Who should attend?

Those who wish to become more assertive, thereby reducing conflict, failure, stress and dissatisfaction.

Lesson 1: How to develop positive assertiveness

Three basic behaviour styles
Changing these behaviours

Lesson 2: Ensuring successful change

Successful change using the correct tools
Positive change

Lesson 3: Emotions of assertiveness

The emotions
Choices
Talking about feelings

Lesson 4: Changing your behaviour

Choosing your words
Body language
Warning signs

Lesson 5: Expanding assertiveness

Assertive styles
Identifying styles in communication
Sending assertive messages

Lesson 6: Assertiveness

Lesson 7: Assertive confrontation

Defining the problem
Tools for successful confrontation
Active listening
Present and future goal setting
Acknowledging success