



Contact: Mike Dawson
Telephone: 01895 239315
Mobile: 07960 335620
Email: MDawson@PLCTraining.co.uk

Assertiveness

Assertive behaviour has respect for oneself as well as for others.

Assertiveness is not just for the shy or unassuming; aggressive people also need to learn the skills. Our relationships will be more fruitful and we will be more positive and constructive if we learn to act more assertively with our colleagues and friends. This interactive workshop assesses delegates' current communication styles and provides opportunities to practice assertiveness in different situations with a view to improving communications, often considered the key to successful management.

Who should attend? Managers and staff wishing to improve their communication skills while maintaining mutual respect.

Programme Information: 1 day duration; up to 12 delegates

Costs: £650 plus tailoring plus out-of-pocket expenses

Competency Development Areas:

- Building Relationships
- Influencing and Persuading
- Active Participation
- Team Working & Knowledge Sharing
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Programme Content:

- Objectives and Success Factors
- Assertiveness Profile (Questionnaire)
- What is assertive behaviour? Body language
- Bill of rights
- Giving & receiving feedback
- Assertiveness in meetings
- Saying "No" assertively
- Conflict management
- Problem colleagues
- Action Planning