



Assertiveness

Overview

This course is designed to give attendees the ability to become more assertive in the workplace in a way that all parties feel respected and can achieve positive outcomes. It will provide tools to boost self-esteem and confidence and give strong communication strategies.

Who is it for?

Individuals who wish to learn how to become more assertive to better achieve personal & work related goals. Also for those who manage others and wish do so without being aggressive or passive.

What's covered?

- What assertiveness is & why is it important
- How to identify assertive behaviour
- Assertiveness vs. passive/aggressive behaviour
- How to manage passive & aggressive behaviour in others
- How to become more assertive
- Understand motivations and personalities of other people & how to adapt to them
- Learn how to say 'no'

Learning Objectives

- Boost confidence & self esteem
- Use body language to strengthen assertive behaviour
- Learn how to deal with aggressiveness and passivity in others
- Manage difficult people with confidence

Workshops are delivered by experienced training and development professionals