



Assertiveness Skills

About This Course

Duration – 2 days 9 until 5

Total Cost - £595

Overview

This powerful and insightful two - day workshop is guaranteed to add value to anyone who wants to develop a more assertive approach to communication. The course will develop, enhance and improve the communication and assertiveness skills of all who attend.

This workshop explores effective and inspirational assertive communication skills and techniques that will empower your managers, leaders, and team members, to communicate with confidence.

The main focus of the workshop is to ensure that all who attend have the confidence and the ability to influence others using credible and assertive communication strategies.

Every skill and concept explored will be brought to life so delegates can clearly relate to how their learning is relevant to the day job.

Is it right for me?

Anyone who wants to enhance their relationships with others through the use of assertive communication will benefit from attending.

What will I learn?

By the end of this course delegates will be able to:

- Understand what assertive behaviour is and how it looks, sounds and feels in practise
- Understand the difference between assertive, passive, aggressive and passive aggressive behaviour
- Demonstrate assertive, language, voice and body language skills
- Develop high level listening skills
- Explore advanced rapport building skills
- Say no with confidence and compassion
- Deliver difficult messages
- Deliver difficult feedback
- Get what they need from others
- Influence other peoples behaviour by acting as a role model and ambassador for assertive communication
- Understand and overcome any individual barriers to assertive communication
- Recognise their own preferred communication style and how to adapt to suit different environments
- Recognise and work with different conflict handling techniques.
- Influence their own behaviour in order to influence others
- Communicate assertively in meetings in a style that adds credibility to your organisation
- Effectively plan for assertive communication

What will it cover?



Assertive Communication

- What is assertive behaviour
- The benefits of assertive communication
- Your mindset barriers to assertive communication
- Assertive body language, voice and language skills
- How to say no
- How to deliver a difficult message
- How to deliver difficult feedback
- Expressing your ideas and views with confidence
- Building relationships to build influencing power
- An introduction to transactional analysis
- Exquisite listening
- Gaining control through questioning
- An introduction to emotional intelligence
- Managing difficult behaviour and conflict

Putting it all together.

This course will include a variety of role-plays and creative solutions to consolidate the theory delivered.