



4D Training

Assertive Working Relationships

Who would benefit?

All individuals wishing to improve their level of assertiveness and influence in the workplace.

Objective

The aim of this course is to increase personal effectiveness in a variety of situations. The programme covers a wide range of strategies and techniques to improve influencing and communication skills as well as focusing on the importance of an assertive behavioural style.

Content

- Defining Assertiveness
 - How Assertive are You
 - Situations to be More Assertive
- Different Behavioural Styles
 - Aggressive
 - Submissive
 - Assertive
 - Pay Offs & Price of Different Behaviours
 - Personal Rights
- Why we Behave the way we do
 - Behaviour vs Personality
- Defining what you want to Achieve
 - Setting S.M.A.R.T. Objectives and Goals
- Assertiveness Techniques
 - Broken Record
 - Refusing and Making Requests
 - Dealing with Criticism and Negative Feedback
 - Negative & Positive Enquiry
 - Negative & Positive Assertion
 - Fogging
- Influencing Styles and Strategies
 - 15 ways to positively influence the outcome of a situation
- Influencing Strategies Model:
 - Push Behaviours
 - Pull Behaviours
 - Moving Away Behaviours
- Communicating Assertively
 - Barriers to Communication
 - Questioning Skills
 - Active Listening Techniques
 - Non-Verbal Communication
 - Positive Words and Phrases
 - Getting the right message across
- Managing Difficult Situations
 - Practical exercises:
 - Resolving current challenges
 - Implementing new skills and techniques
- Personal Action Plan

Duration

One day