



4D Training

## Assertiveness Skills

### Who Would Benefit?

All individuals wishing to develop a more assertive behavioural style in order to increase and enhance their effectiveness in the workplace. This course outline can be tailored for group or one-to-one training, to incorporate other subjects and /or focus on particular topics that are more of a priority to the delegate(s).

### Objective

Assertiveness is concerned with exercising personal rights, without being aggressive or denying the rights of others. The aim of this course is to increase personal effectiveness in a variety of situations and to learn how to resolve conflicts in a direct and honest manner.

### Content

*This outline can be modified or added to dependant on specific needs.*

- Rights and beliefs
- Definitions of types of behaviour
- Behaviour payoffs and prices
- Identify your own behaviour
- Managing expectations
- Know what you want to achieve
- Set SMART goals
- Making and refusing requests
- Broken record
- Negative and positive enquiry
- Negative and positive assertion
- Influencing styles and strategies
- Barriers to communication
- Questioning skills
- Active listening skills
- Managing difficult situations
- Resolve current challenges
- Get the right message across
- Practice new skills
- Personal Action Plan

### Duration

One day

### Minimum Numbers

Four delegates