



4D Training

Managing Assertively

Who Would Benefit?

Assertiveness is a key factor in effective management. By developing your assertiveness skills you will increase your confidence and self-esteem, and enhance your self-respect and the respect you gain from others.

Objective

This course will encourage you to learn and practice some of the skills and techniques of managing others assertively. You will discover strategies for dealing with difficult people and situations, and you will discover ways of making a positive impact on your team and your colleagues. Through a variety of self-assessment exercises, discussion and activities, you will find out how to put into practice what you have learnt.

Content

- The goals of assertive management
- Principles of assertive behaviour
- Your management style
- Benefits of the assertive approach
- Some assertiveness techniques
- Assertive strategies for tricky situations
- How to say 'No!'
- How to ask for what you want
- Assertive statements to use in giving and receiving criticism
- How to disagree
- Dealing with difficult people
- Handling aggression
- Dealing with manipulative behaviour
- Managing conflict
- Communicating assertively
- Verbal and non-verbal language
- How to listen
- Asking the right questions
- Giving positive recognition

Duration

One day

Minimum Numbers

Three delegates