

## Assertiveness Training Course

Our assertiveness training gives delegates the skills to be assertive in work situations. Delegates will learn how to use different behaviours to deal assertively with colleagues, managers, suppliers and customers. They'll discover how to influence people and maintain a positive working relationship, even when someone challenges their opinion or disagrees with them.

### Who should attend?

The course is suitable for all levels of seniority. It's beneficial for anyone who struggles to assert themselves in challenging work situations and wants to be more influential with colleagues, managers, clients or suppliers.

### Main Topics covered

#### Knowing how you come across

To be assertive, it's essential to know how you really come across to people. Is your self-perception the same as other peoples' perception of you? Most people are surprised to discover that they don't come across in the way they think they do.

#### Adapting your instinctive behaviour

You'll work out how assertive you are naturally. You'll discover your instinctive communication style and how making subtle tweaks to your style can make a massive difference when you need to be assertive with colleagues, clients or suppliers.

#### Being assertive in challenging situations

We'll show you the different types of assertive behaviour you can use. You'll understand how to adapt the way you come across to suit the situation. You'll learn to how to deal with challenging situations and people without coming across as aggressive.

#### How to engage people using your body language and voice

During this part of the course you'll find out how to use your body language and voice to your advantage. We'll share some simple proven techniques which help you to look and feel assertive.

#### Enthusing people when the pressure's on

Assertive body language has to be supported by assertive language. You'll discover how to prepare properly before you speak, even when you've only got a few seconds. You'll find out how to give feedback positively and how to enthuse people, even when they disagree with you. We'll show you how to say No diplomatically.

### **Key Facts**

**Venue:** Park Crescent Conference Centre, Great Portland Street, W1W 5PN

**Timings:** One day: 0930 to 1630 hrs

**Trainer:** Mike McClement

**Class Size:** Maximum 6 delegates

**Cost:** £329 (includes vat, lunch, refreshments and booking fees)

## Course Overview

### Introduction

- Course objectives and overview.
- Identifying what constitutes 'assertiveness' in a work environment.

### Understanding your natural assertiveness style

- Revealing if your natural communication style is helping or hindering you being assertive.
- Discovering your instinctive assertiveness style when you're under pressure.
- Knowing how and when to adapt your assertiveness style to really influence a challenging situation in the workplace.

### Assertive behaviours

- Exploring different ways to be assertive and influential in work situations.
- Understanding the passive and active sides of assertiveness.
- Using your body language and voice assertively to get people to listen to you and respect your opinion.

### Assertive language

- Focusing your message and knowing what you want to achieve.
- Using positive language even when communicating messages people don't want to hear.
- Finding a way to enthuse people by making your message positive even when they disagree with you.

### Confidence and assertiveness

- Feeling comfortable and having confidence when presenting your opinion assertively to seniors.
- Overcoming shyness when speaking in front of a group at work meetings.
- Turning nerves or anxiety into positive traits that actually help, rather than hinder you when you need to be assertive.

### Assertiveness in practice

- Saying 'No' assertively when a work colleague asks you to do something that will affect your other priorities.
- Using work meetings as a focus for adopting assertive behaviour.
- Dealing with conflict assertively and sensitively.
- Developing a personal assertiveness action plan focused specifically on your work responsibilities.

### **How to Book**

**Online:** [www.think-confidence.com/assertiveness-training](http://www.think-confidence.com/assertiveness-training)

**By Phone:** 01364 649155

**By email:** [hello@think-confidence.com](mailto:hello@think-confidence.com)

**Payment options:** Credit card, BACS, Cheque.