

# Assertiveness

## Introduction

Understanding assertiveness and learning how to interact effectively within personal and business relationships with confidence, is a skill that creates positive results for everyone.

This practical, interactive and enjoyable course has been specially designed to provide practical advice and techniques to boost your confidence, build self-esteem and act more assertively in professional situations.

It will equip you with all the skills, strategies, techniques and secrets that will boost your confidence levels, understand your own behavioural styles and those of others, increase your capacity to be an assertive communicator, developing positive workplace relationships, handle conflict successfully and project an image of credibility and composure at work.

## Course Objectives

By the end of this course, participants will be able to:

- Explain workplace behaviour and why people behave in certain ways in certain situations
- Show how to stay in control of even the most difficult situations
- Develop your own natural behavioural style and become more able to understand others
- Take responsibility for what happens to you
- Recognise when you and others are being, aggressive or passive and do something positive about it
- Stand up for our rights and what we believe in
- Give and take both criticism and praise
- Demonstrate how to deal with intimidation and aggression
- Apply the top 10 skills of great communicators
- Read body language and being able to ensure yours says what you want it to
- Speak more competently, confidently and thus more persuasively
- Deal more confidently with difficult people and situations
- Recognise your own preferred approach when dealing with conflict and how to ensure that approach is successful.
- Walk away from situations and people that you do not want or need to become involved with

## Content

A sample of what is covered includes:

### Understanding Business Behaviour

This session discusses the way people behave at work and why they behave in particular ways in particular situations. The session continues with an analysis of participants own personal behavioural style and how it impacts on others. Areas covered include:

- What is workplace behaviour and why do people behave in particular ways in particular situations?
- How others behaviours impacts us and how to ensure we are always in control of our responses to others behaviour

- Review of our own behavioural approach through the Social Styles Self Inventory
- Introduction to the four behavioural styles and how we can 'flex' our own style to accommodate and influence others
- Taking responsibility and accountability for our actions
- Integrity - what it is and how to ensure we are doing the right things

### **Developing Self Confidence**

Fundamental to being Assertive is feeling confident about ourselves and our environment. This session looks at self-belief, self-esteem and self-image and aims to provide ideas, tips and techniques for becoming more confident particularly in difficult and stressful situations. Area covered include:

- Being your natural' self at all times
- Understanding our intrinsic drivers and how our beliefs and values determine our behaviour
- Finding our true strengths and passions and how to use them to find direction
- Developing a personal brand that exudes confidence and competence
- The power of thinking and how to change our thinking to change our self-perception
- The importance of positive self-talk
- Conquering the confidence killers of fear, anxiety and anger

### **Assertive / Aggressive / Passive Behaviour**

This session examines what we mean by assertiveness and how to find the balance between aggression and submission. We will identify what stops us feeling able to be assertive in certain situations and find methods to ensure we are able to confidently deal with any situation. Area covered include:

- The Aggression, Assertion, Submission continuum
- Recognising assertive and non-assertive behaviour
- Valuing ourselves and our rights
- Identifying our needs and wants and not being afraid to satisfy them
- Understand the importance of recognising others wants and needs
- Giving and receiving criticism and compliments
- Learning to say No when necessary
- Dealing with intimidation and aggression

### **Confident Communication**

This session will uncover some of the secrets of confident and competent communicators and what they do to effectively interact effectively others. The session will include practical exercises and activities to practise developing core communication skills. Areas covered include:

- The communication process and how understanding it will help us be more effective in getting our message across
- Barriers to communication and how to successfully overcome them
- The Top 10 skills of great communicators
- Body Language - becoming more conscious of our visual behaviour and what we are both saying and seeing
- Verbal behaviour and what great public speakers do to be heard and understood
- The importance of congruence in our visual and verbal behaviour
- Practical workplace situations where we need to communicate effectively
  - Meeting
  - Presentations
  - Reviews
  - Events

### Dealing with Difficult People and Situations

This session brings live experiences to the session of situations that have proved very difficult to deal with and looks at why they were difficult, how they could have been better dealt with and whether they could have been avoided in the first place. Areas covered include:

- What makes a situation or person difficult?
- The most common difficult workplace behaviours and how to deal with them
- Thomas Kilmanns conflict mode self-inventory (TKI) and how we tend to react to conflict and how to ensure our reaction brings positive results
- Finding the Win - Win in all situations
- Transactional analysis and how to find our 'Adult' in difficult and stressful situations
- Maintaining calm when everyone around is losing theirs
- Knowing how and when to ignore or walk away from a difficult person or situation

