

Assertiveness - Key Skills

Overview This programme is about the application of best practices, principles and concepts in being assertive.

High-level aims are to :

- Describe the key skills in being assertive.
- Identify and consider dealing with barriers to being assertive.
- Practice a number of strategies.
- Discuss the benefits to the organisation and you in proactively managing your behaviour.
- Practice through simulation and feedback via a real life case study.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content What is Assertiveness ?
Barriers to Assertiveness
Thinking & Feeling Assertive
Personal Impact
Handling emotions
Assertive Strategies
Win Win Outcomes
Delegates practice through simulated work based example
Review and Commitments

Duration 2 Day

Location Flexible



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