

Course Name

Assertiveness Skills

Course Duration

One Day

Course Objectives

Assertiveness is a communication skill that enables people to be more confident and to say the right thing at the right time. It increases the chance of success in any human transaction and, as such all people who deal with others will find this a fascinating and really useful training course.

Course Content

What is Assertiveness?

- What It is Not
- Why We Need It

Culture and Gender Inhibitions

- Why It is Not Easy

Counselling Yourself

- The Need to Control Reaction
- Learning to Respond
- Changing Your Mind
- Creating Self Esteem

Two Way Communication

- Listening
- Your Voice
- Body Language

How to be Assertive

- The Three Steps

Assertiveness Techniques

- The Need to Think Positively
- Use Your Inner Dialogue
- Fogging the Issue
- Facing Aggression
- Broken Record
- Getting the Message Through
- Find Out About Broken Promises
- Discrepancy Assertion
- Negative Feelings Assertion
- Don't Let Your Emotions Take Charge
- Saying No
- You Have the Right to Say No, Without Feeling Guilty

Negotiating a Solution

- Workable Compromise
- Win, Win

Practical Work

- Your Plans for Future Self Development

Prerequisites

There are no prerequisites for this course.

Interested in this course?

Contact us today to see how Insight can tailor training to suit your needs. Call us on **08452 306 099** or visit our website **insighta.co.uk**