

# Course Outline | Assertiveness

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1 day(s)

## Overview

On this one-day course, delegates will be given a range of tools to assert themselves in a wide range of situations, to boost confidence and improve relationships.

## Course Outline

### About Assertiveness

- Defining different types of behaviour
- Recognising behaviours in others

### Causes and effects of behaviour types

- How behaviour impact others
- Benefits and problems caused by different behaviours
- Identifying your own behaviour

### Communication

- How communication works
- Ways of Communicating
- Identifying communication strengths and weaknesses
- Getting your communication style right
- Thinking right, thinking positively
- Your rights and responsibilities

### Body language and assertiveness

- Is your body language letting you down?

### Stating your views clearly

- Using assertive language
- The Three Step approach to being assertive
- Developing assertiveness skills through practise

### More assertiveness techniques

- How to say 'no'
- Tips for making requests

### Handling difficult situations

- How to handle aggression from others
- Applying assertiveness to your role and workload