



Assertiveness

Aims

This course is designed to provide practical guidance for any individuals who want to develop their assertiveness skills and boost their self-esteem and confidence.

Objectives

By the end of this course you will be able to

- Understand the starting ground for assertive behaviour
- Recognise behaviour types
- Give and receive criticism and compliments
- Manage stress levels in difficult situations
- Learn to say 'No' when needed

Who Should Attend

Individuals who want to improve their overall effectiveness in a confident and assertive manner.

Course Content

- Preparing the ground. Starting from a strong and fair place
- Recognising assertive, non-assertive and aggressive behaviour
- The methods and tools required to be assertive
- Body language and voice projection
- Giving feedback in an assertive manner
- Dealing with criticism
- Managing stress levels – disarming anger and standing your ground
- Saying 'NO!'

Duration

1 Day