

## Communicate Your Message Assertively - 1 day

### Objectives

By the end of the course, each candidate will be able to:

- Use the 7-step Assertive Care process
- Understand the importance of four core communication skills
- Appreciate the importance of active listening
- Recognise the Win-Win of the Thomas-Kilmann matrix
- Demonstrate confident assertiveness

### Who will benefit?

All staff members wishing to increase their assertiveness skill base and confidence when dealing with colleagues and customers.

### Topics

#### Assessing the Situation

- Analysing current strengths and weaknesses
- Identifying critical situations
- Establishing the desired outcome

#### Developing your Personal and Professional Confidence

- Building language skills
- Communicating professionally
- Listening 2:1

#### Mastering Different Media

- Being assertive on the telephone
- Handling difficult calls successfully
- Assertive behaviour face to face
- Writing assertively

### Distinguishing between Different Types of Assertiveness

- What they are and how to recognise each one
- When to use them
- Helping clients and customers assertively
- Recognise the links and the differences between aggression, assertiveness and passivity

### Being Assertive in Difficult Situations

- Take the situation into account
- Use the 7-step Assertive Care process
- Map onto the Thomas-Kilmann matrix to help you reach the Win-Win

### Making it Happen

- What will you do differently from tomorrow?
- Commit to a your personal assertiveness action plan