

Introduction:

Problem That It Solves

Delegates will complete this one day workshop having considered people and situations that they currently find difficult/challenging and worked towards ways of dealing effectively with these scenarios when they return to the workplace. Exploring assertion, non-assertion and aggression as behaviours and the impact that they have on our relationships/interactions with others

Who will benefit?

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

Overview

Acting assertively does not mean that you act unfairly or without empathy.

The influence and power that assertiveness brings comes from self-assurance, not from bullying or intimidation. If you treat others fairly they will reciprocate and treat you fairly in return.

This will mean that you are viewed as a leader, and someone who people will enjoy working for and working with. Learn to communicate clearly and confidently on this one day assertiveness training Workshop.

Objectives

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

- Understand the difference between the behaviours
- Understand the impact of your beliefs about yourself and situations (Bern's Transaction Analysis P.A.C)
- Understand the importance of core communication skills and appreciate the importance of active listening 2:1
- Recognise the Win-Win (Thomas-Kilmann matrix TKI)
- Demonstrate confident assertiveness
- Deal with real life situations with confidence and assertiveness

Content:

Assessing the Situation

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

Distinguishing between Different Types of Behaviour

- What they are and how to recognise each one
- When to use them – advantages and disadvantages of each
- Recognise the links and the differences between aggression, assertiveness and passivity

Understanding where beliefs and Values

- What are they and where do they come from? (Eric Bern PAC)
- How can they affect behaviour?
- How can you modify them?

Developing your Personal and Professional Confidence

- Body language – what is yours saying? How to read it in others?
- Building language skills
- Communicating professionally
- Listening 2:1

Being Assertive in Difficult Situations

- Take the situation into account
- Review your inner dialogue
- Saying 'no'
- Standing your ground
- Dealing with bullying in the workplace
- Giving & receiving praise and criticism
- Benefiting from win-win assertiveness using the Thomas-Kilmann matrix (TKI)

Making it Happen

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