

**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