

### Introduction:

**This Assertiveness Advanced Course is for you, if you understand assertiveness but struggle to implement it consistently on a day-to-day basis.**

This is a practical training course. It is focused on role-playing and the day-to-day practicalities of being more assertive and self-confident.

### Where are you currently?

This section focuses on understanding each attendees' particular problems and level of self-confidence.

- How do you feel your confidence is currently?
- What are your biggest issues?
- What have you tried to overcome these issues?
- Do you know what is behind these issues?

### Who Will Benefit?

**This course is for anyone who struggles with assertiveness day-to-day despite understanding what they should be doing.**

If you ever feel any of the below, despite having a good understanding of assertiveness techniques, you will find it very helpful:

- You struggle to say 'No' to additional work when you are already busy.
- You leave meetings unsure if your voice/opinion has been heard.
- You find that credit for your work is given to others.

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 this course you will:

- Understand your **unique stumbling blocks** with respect to being assertive.
- Practical ways of managing those stumbling blocks day-to-day.
- Have practiced the key techniques you need to address your assertiveness issues.
- Have produced a **personal action plan** so that when you return to work you are crystal clear on how you will change your behaviour in the future.

### Content:

The content of this section will vary depending on the issues that the group have.

### Practical Session 1

It will include a discussion of techniques for dealing with difficult people and situations and role-playing to practice using those techniques. We are not prescriptive about this session as everyone has their own assertiveness issues and blocks.

All we know is that you'll leave us having a detailed understanding of why you've failed to deal with your assertiveness issues in the past and a new rigorous approach for the future which you will have 'taken for a test drive' during our role play so that you can 'try it on for size'.

### Practical Session 2

As with the content of the session above the exact content of this session will vary depending on the issues that delegates bring to the course.

This session will also make use of practical scenarios and role-play to ensure that you understand the techniques we are teaching and can try them out.

### Making it Happen

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