

# Assertiveness and Self Confidence



## Introduction

Assertiveness skills are needed in any business environment where individuals have to deal with people as part of their job. This one day course enables delegates to understand the processes which will help them communicate more effectively, especially in difficult situations. This in turn will increase their self-confidence and sense of achievement.

## Who should attend

Anyone needing to develop their assertiveness skills in order to achieve positive, productive effects in their job role.

## Duration

1 day

## Course Outline

- ◆ Recognise assertive, non-assertive and aggressive behaviour and the effect of each type of behaviour on you and others.
- ◆ Recognise verbal and non-verbal aspects of behaviour used in assertion, non-assertion and aggression.
- ◆ Understand how individual rights and responsibilities are important to assertiveness and how beliefs can influence the rights you accept for yourself.
- ◆ Understand how assertiveness impacts self-confidence.
- ◆ Practice behaving more assertively in 6 typical work situations.
- ◆ Understand 6 types of assertion and when to use them.
- ◆ Develop a strategy for handling unproductive feelings in order to behave more assertively.
- ◆ Discover 3 steps for negotiating acceptable outcomes where there are conflicting needs.
- ◆ Discover how assertiveness can help you handle stress.
- ◆ Understand the 4 steps in applying assertiveness techniques to your own situation.

## How to Book

You can choose from the following options:

- ◆ Call our TRAINING CENTRE on 01189 778562
- ◆ Email us at our specially designated TRAINING CENTRE address:

[info@mass-trainingcentre.com](mailto:info@mass-trainingcentre.com)

