

# Time, Stress and Assertiveness Skills



## Introduction

Stress is common in the workplace these days and there are many reasons it can occur. Most frequently it is caused by having to deal with increased workloads and ever-tightening deadlines and having to resolve difficult situations involving working relationships. This course is designed to help delegates use two action based approaches to stress management - time and priority management and assertiveness skills.

## Who should attend

Anyone needing to reduce stress by developing their time management and assertiveness skills in order to achieve positive, productive effects in their job role.

## Duration

1 day

## Course Outline

- ◆ Understand what stress is and why it happens
- ◆ Develop awareness of the stress warning signals and symptoms in yourself and others
- ◆ Discover the best ways of prioritising your activities to become more productive
- ◆ Identify ways to combat 'time thieves' in your working life
- ◆ Recognise assertive, non-assertive and aggressive behaviour and the effect of each type of behaviour on you and others
- ◆ Understand 6 types of assertion and when to use them
- ◆ Develop a strategy for handling unproductive feelings in order to reduce stress and behave more confidently in difficult situations
- ◆ Understand the steps in applying time management and assertiveness 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)

