

Personal Assertiveness and Effectiveness

Duration: Full Day

Maximum 12 delegates

This course focuses on developing essential skills in self-management and assertive interpersonal communication. It is designed to help participants distinguish between assertiveness and aggression, providing practical advice and a safe environment for hands-on practice. Participants will leave equipped with practical tools and strategies for immediate application in both personal and professional settings.

Course Objectives

- **Behavioral Awareness:**
 - Describe the main features of assertive, submissive, and aggressive behavior.
 - Identify and understand personal behavioral preferences.
- **Non-Verbal Communication:**
 - Recognise the impact of non-verbal behavior on others.
 - Evaluate and refine non-verbal communication skills.
- **Self-Improvement:**
 - Identify areas in your working life where assertive behavior can be improved.
- **Techniques and Strategies:**
 - Adopt and practice assertiveness techniques.
 - Develop a strategy for dealing with difficult and aggressive individuals.

Course Content

- **Your Assertiveness Profile:**
 - Assess your influencing style and preferences.
- **Communication Skills:**
 - Explore different styles of behavior.
 - Differentiate between assertive and non-assertive behavior.
- **Positive Working Relationships:**
 - Projecting a positive image.
 - Understanding the role of non-verbal communication.
- **Communicating Assertively:**
 - Learn techniques such as Broken Record, Workable Compromise, Fogging, and more.
 - Enhance positive inner dialogues.
 - Strategies for saying no assertively.
- **Develop persuasive and influential communication skills.**
 - Explore audience handling strategies.
- **Personal Action Planning**
 - Create a personalised plan for integrating assertiveness into daily interactions.