

Assertiveness in Action

Duration: 1 day

Objective:

At the end of this, Assertiveness Skills training course participants will be able to:

- Explain what assertiveness is and what it means for us and those around us
- Appreciate that everyone has rights as an individual and that you can stand by those rights
- Take a positive approach in communicating more effectively
- Improve their self-esteem
- Appreciate which words to use to get the most out of interactions with others
- Follow a set process for approaching situations in an assertive manner

Content:

What is Assertiveness? – A series of activities relating to what assertiveness means and, perhaps more importantly, what it means to the participants.

My Assertiveness Goals – A chance for the participants to review what they want to get out of the session and where they would like to end up with regard to their approach to assertiveness.

How Assertiveness Works – A look at human reactions and the reasoning behind them culminating in an activity that looks at the participants own observations in relation to assertive behaviour.

My Assertive Rights – A review of the rights we have as individuals followed by a commitment to the rights by the participants.

Taking a Positive Approach – Looking at key methodology, including:

– **Giving and Receiving Compliments**
A review of typical responses to compliments and their negative consequences, followed by an opportunity to develop new, positive responses.

– **Improving Self-Esteem**
An in-depth review of each individual's positive aspects.

– **New Challenges**

A set of challenges to take participants out of their comfort-zone and into the realm of possibilities.

– **Effective Communication**

A look at what makes effective communication with some modelling of behaviours.

Approaching Assertiveness – A look at the four cornerstones of being assertive with a chance to practice these behaviours.

The Words You Use – Understanding the key areas of effective communication. Covering the areas of; Disclosing Your Feelings, Being Clear, Being Persistent, Empathising and Working Towards a Wise Outcome.

Preparing to Be Assertive – A chance to understand and practice a set process of 'scripting' in order to develop an effective and natural approach to assertive interactions.

Assertive Review – An activity that solidifies the reasoning behind wanting to become assertive, whilst demonstrating that it is not an unachievable outcome.