

Assertiveness Skills

Developing and Improving Relationships at Work

This programme is designed for people who would benefit from developing their assertiveness skills.

The workshop focuses on assertiveness as a way of developing and improving relationships at work by being more honest and open - without becoming over-assertive or aggressive.

Programme objectives

By the end of this programme, delegates will be able to:

1. Understand the difference between assertive, aggressive and submissive behaviours
2. Identify their personal patterns of behaviour
3. Accept criticism and praise more positively and openly
4. Use recognised techniques to handle difficult situations constructively
5. Implement a personal action plan.

Further information

The session explores the principles of assertiveness and includes input on understanding how behaviours develop and become established. Various assertiveness techniques are explained and discussed.

Role play is not a compulsory part of the programme and is negotiated with the delegates at the start of the programme.

Duration: Half day