

## **Assertiveness One Day Workshop**

### **Who will benefit:**

Anybody who would benefit from improving the way they interact with others by behaving in a more confident and positive manner.

### **Objectives:**

By the end of the course participants will be able to:

- ☺ Explain what assertive behaviour is
- ☺ Follow the three practical steps to being assertive
- ☺ Use a range of versatile techniques and skills to deal with difficult situations
- ☺ Say 'no' appropriately and ensure they are heard

### **Module One – Understanding assertiveness**

- What do we mean by 'assertiveness'?
- What are the benefits?
- How assertive are you?
- Why is it important?
- The problems of aggressive and passive behaviour

### **Module Two – How to be assertive**

- The three steps to assertiveness
- Key skills and techniques

### **Module Three – Dealing with difficult situations without causing conflict**

- Situations we find difficult and how we react
- How to say 'no' assertively
- Dealing with difficult situations