



# Assertiveness Skills

## Assertiveness Skills Course Aims

The aim of this assertiveness training course is to provide those that attend with the skills and approaches to communicate more confidently with others.

By understanding how to control emotions, attendees will understand how to have controlled conversations, demonstrate confidence and use these skills to build more effective relationships.

Along side this, the course will introduce practical tips and techniques to help build confidence and self-esteem. You will be able to share your experiences with others, learn more about your individual communication style and that of others to help you deal with and reduce conflict. You will also have plenty of opportunity to practice the skills in a safe and controlled environment.

## Assertiveness Skills Course Objectives

### **By the end of the session, attendees will:**

- Be able to recognise Aggressive, Passive and Assertive behaviour
- Understand where being assertive fits into your basic rights
- Know how to adopt their style based on the situation they are in
- Have the confidence to challenge, push back, say no and ask for what they want without damaging relationships they have with others
- Know how to deal with confrontation and challenges in a confident manner
- Be able to apply the skills necessary to be more assertive

## Assertiveness Skills Course Content

- Defining what Assertiveness is
- Understanding passive and aggressive behaviours
- Using a range of skills to be assertive
- Building relationships with others
- Different assertive approaches

## Assertiveness Skills Course Benefits

Being able to communicate more confidently and assertively means you build more effective relationships. Rather than saying no all of the time, or being aggressive with others, being assertive allows you to get what you need without being pushy or stepping on others dignity.

## Who Should Attend?

Anyone who is looking to communicate more effectively and confidently with others.

## Session Breakdown

### What is Assertiveness?

- An introduction to what Assertiveness is and what it means
- Why be assertive?

### Aggressive and Passive Behaviours

- Understanding what assertiveness is not
- Looking at gut reactions and controlled reactions
- Understanding the link between these behaviours
- Body language, language and words associated with assertiveness

### Assertive Behaviour

- How to use different assertive skills and behaviours and how to adapt them to different situations
- How to demonstrate confident communication
- Using controlled responses and not a gut reaction

## Assertiveness and Relationships with others

- Understanding where gut reactions and unconscious reactions come from
- Understanding how our reactions can drive aggressive and passive behaviours in others
- Looking at your own style of communication and that of others to understand how to reduce conflict
- Asking for what you need and want with confidence
- Dealing with confrontation and challenges

## Different Ways of Being Assertive

- Bill of rights – What is this and what does it mean?
- Broken Record
- I statements
- Power Words
- Giving feedback

## Price

Open Workshop - £299 inc VAT per person. 1 day workshop including lunch and a delegate workbook.

Delivered to your organisation – Contact us to talk about your requirements and for a no obligation quote.

## Course Information

This is a **one day** training event that Revolution Learning and Development deliver on an open basis at locations across the UK. We can also deliver this event at or in close proximity to your organisation if this is required.

If you choose to have us deliver this specifically for your organisation, we can make this more bespoke to your needs.

The cost of our open courses includes the learning materials, refreshments during the day and lunch.

To see prices and when and where we are next running this event or to book, visit our website [www.revolutionlearning.net](http://www.revolutionlearning.net) or call us on 03333 444575.

Or, to discuss your individual needs, email [contact@revolutionlearning.net](mailto:contact@revolutionlearning.net) or call us on the number above.

Booking terms and conditions are available on our website.