

Online 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.

The course will introduce practical tips and techniques to help build confidence and self-esteem. You will learn more about your individual communication style and that of others to help you deal with and reduce conflict.

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

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

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.

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 behaviour 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

Delivery Options



Virtual In House

We can deliver this course as a virtual online training course for your business

Contact us for a quote to have this course delivered in-house.



Online Open Course

We deliver this course as an online virtual open training course.

Each space costs £195.00 + VAT/€215.00 per person

Course Information

This is a **one day** training event that Revolution Learning and Development deliver as a virtual online training course or virtual in-house training course.

We also deliver this as a one-day open classroom based course or the course can be delivered on-site at your business.

When we deliver this course in house, we can make this more bespoke to your needs.

The cost of our open courses includes the learning materials and free access to our eLearning training course to keep your skills up to date.

To discuss your individual needs, email hello@revolutionlearning.com or call us. If you're in the UK it's 03333 444575 and if you're in the ROI it's 015549779

Booking terms and conditions are available on our website.

