

Assertive Impact

Duration and times: 1 day 9.30am – 5.00pm

Group size: 6-12

Investment: £POA

Perhaps you end up saying “Yes” when you should say “No” or you have been told that you need to assert yourself more but don’t feel confident enough to do it. This programme helps you to understand your natural assertion style, uncovers what drives you to behave the way you do and gives insight into why people behave in certain ways.

Additionally you will understand the importance of non-verbal communication and how this affects people’s perception of you, and yours of others. By using this knowledge and practising additional assertiveness techniques you will be able to assert yourself appropriately in a range of situations.

Audience:

Suitable for all and particularly good for those who avoid or feel nervous about conflict or need to learn to say “No” more effectively. Also helpful for those who need to become more assertive without being perceived as or feeling aggressive. Very helpful for those who find that they occasionally offend others or find that they have unintentionally caused conflict.

Outcomes:

By the end of the course delegates will:

- Explain what assertiveness is and what the benefits are
- Understand the importance of non-verbal communication
- Have begun to conquer their ‘limiting beliefs’ which can get in the way of becoming assertive.
- Be able to use tools and techniques to get to win/win outcomes
- Feel able to say ‘No’ nicely.

Training methods:

Individuals will benefit from the use of the Transactional Analysis drivers questionnaire to diagnose their conditions of worth which will drive them to behave in a certain way. Through group discussion and exercises individuals will transform their awareness and view of assertiveness and learn to become more assertive in order to create win/win scenarios.

Not quite what you want? How about Influencing for Results?

