



ASSERTIVENESS SKILLS

Course Template

Outcome:

Participants will have developed the skills to behave assertively (rather than in a submissive or aggressive manner) with difficult people, potential or current customers, work associates, and others with whom they interact.

Target Audience:

Appropriate for all employees (12-16 participants preferred)

Duration:

One day

Objectives:

On completion of the training, participants will be able to:

- identify and stand up for their rights, while respecting those of others
- assertively state their needs, wants, views and feelings
- handle difficult people more effectively
- behave empathetically, rather than being sympathetic or apathetic
- practice assertiveness techniques suitable for specific situations

Key Content:

- Your rights at work and as a human being
- What is assertiveness?
- Assertiveness, aggression and submission: contrasting behaviors
- Effects of negative self-talk/irrational beliefs on our ability to be assertive
- Assertiveness self-appraisal questionnaire
- Five assertiveness techniques:
- The five assertiveness techniques: skills practice
- Empathy, apathy and sympathy: contrasting behaviours
- Dealing with difficult people
- Putting it all together: assertiveness/empathy skills practice
- Action Plan

Comments by Participants:

- *Really enjoyable*
- *Helped me to deal effectively with difficult people*
- *Got something out of all parts of it*
- *Good presenter and made it very interesting*
- *Very useful material, practical and down to earth*
- *Presentation excellent*
- *Every part of this course was a great learning experience*
- *Very well done, effective communicator*