



Assertiveness Skills

About the Course

Designed for

Aimed at trainees who wish to recognise when they are being abused or manoeuvred for someone else's benefit, and how to resist such treatment effectively without becoming angry and aggressive. Aimed also at trainees that wish to learn how to persuade people to do as they wish without having to become a bully.

Aims

- To provide students with the knowledge of assertiveness, the types of assertion and to assist them in the differentiation between assertion, non-assertion and aggression.
- To empower students with the confidence and knowledge of when to use their assertiveness skills, what types to use and what behaviours should be used to enhance those skills to achieve maximum assertiveness.

Objectives

To effectively help attendees:

- Deal with their own feelings
- Set boundaries for others
- Present clear messages
- Gain increased confidence
- Close conversations
- Manage conflict
- Practise The Art of Saying No
- Move awkward situations forward
- Handle difficult people & situations

Teaching Approach

The teaching approach contains a mix of lectures, workshops, role-plays, practical and one-to-one work and varies according to the people attending.

Pre-requirements

None.

Course Material

A large part of each course is spent with a set of specially prepared workshops, role-plays, group and self assessment material so that those attending gain firm foundations and principles through their own practical experience.

Duration

This training program is two days in duration.

Course Outline

- What is Assertiveness?
- How Assertive are you?
- The differences between Assertion, Non-assertion and Aggression.
The effects of non-assertion on the individual and on others
The effects of aggression on the individual and on others
- Recognizing Assertive, Non-assertive and Aggressive behaviour
- The benefits of Assertiveness to the individual
- The benefits of Assertiveness to the Organisation
- Assertiveness behaviours and techniques
The 3 steps to Assertiveness
Body Language
The Broken Record Technique
Fogging
Negative Feelings Assertion
Discrepancy Assertion
Saying No
Inner Dialogues
- Workable Compromise
- Identifying and analysing your own behaviour



Course Outline Continued

- Six types of Assertion & when they should be used
 - Basic*
 - Empathetic*
 - Discrepancy*
 - Negative Feelings*
 - Consequence*
 - Responsive*
- Rights and Assertiveness
 - Why rights are important to Assertiveness*
 - The individuals general rights in Assertiveness*
 - The rights between you and the people that you work with*
 - Lack of clarity on rights*
 - Other people's rights*
- Making Requests and Refusing requests
 - Disagreeing and stating your views*
- Getting your message across: dealing with criticism
 - What is meant by criticism?*
 - An Assertive approach to Criticism*
 - Giving Criticism*
 - Receiving Criticism*
 - Steps on solving your interpersonal conflicts*
 - How to say "no" with confidence and without feeling guilty*
- Developing the individual's assertiveness techniques
- How Others influence you
 - The Two Elements of Influence*
 - How aggression from others influences you*
 - Responding aggressively to aggression from others*
 - Responding assertively to aggression from others*
- Handling Non-assertion from others
 - Responding assertively to non-assertion*
- Resolving Conflict
 - Guidelines for resolving conflict*
- Contributing Assertively to meetings
 - Your rights as a member of a meeting*
 - Making your contribution*
- Continuing to increase your assertiveness
 - Preparation for situations*
 - Reviewing situations afterwards*
 - Handling situations afterwards*