



# ASSERTIVENESS



## Delivery Format



### Face to Face Group Workshops

Maximum 12 participants  
1 day



### Live, Virtual Group Workshops

Maximum 10 participants  
1 day

## Who Should Attend?

Our ability to assert our right to do, or not to do something, can be the difference between a productive and difficult day at work. This workshop is relevant to all colleagues, particularly those who lead or manage teams or those who interact with key stakeholders. This workshop will also be of huge benefit to anyone who:

- ✓ Lacks self-esteem or self-confidence
- ✓ Has line management responsibility
- ✓ Leads a team
- ✓ Has supervisory responsibility for peers or colleagues
- ✓ Has a difficult relationship with their line manager
- ✓ Has to influence internal or external stakeholders
- ✓ Works in sales or requires influence with clients or customers
- ✓ Wants more confidence in dealing with senior colleagues
- ✓ Wants to be more assertive with their colleagues
- ✓ Works in a team where relationships aren't as harmonious as they should be

## Workshop Overview

This course is designed to enable managers and colleagues to think, feel and behave assertively. Our experienced facilitators provide practical guidance on how to disagree with others without losing their friendship or respect, be aware of the needs and desires of others, and how to refuse a request without feeling guilty or obliged. Participants will be equipped with the confidence and self-esteem to get their views and ideas noticed.

## Key Objectives

Participants will leave the workshop with strategies and practical actions to:

- ✓ Recognise passive, aggressive, passive-aggressive and assertive behaviours and their consequences
- ✓ Identify these traits in those around them
- ✓ Establish how assertive they are
- ✓ Practice communicating assertively
- ✓ Demonstrate how to say 'no' without causing offence or losing respect
- ✓ Flex their communication style to build rapport and achieve a win-win
- ✓ Confidently deal with aggressive and passive-aggressive colleagues or stakeholders
- ✓ Manage 'difficult' people more consistently and with confidence
- ✓ List the key components of assertive verbal and non-verbal communication
- ✓ Avoid apologising unnecessarily
- ✓ Accept compliments without feeling awkward
- ✓ Regain self-esteem quickly

This insightful workshop enables participants to recognise traits in themselves and others and to change their behaviours to achieve win-wins at work and elsewhere.