



Course Outline: ASSERTIVENESS TRAINING

Assertiveness is the extent to which a person is able to express their needs, wants, expectations, feelings, opinions and beliefs in direct, honest and appropriate ways, as well as exercise their legitimate authority in order to get a team, group or individual to accomplish requested tasks or activities.

COURSE OUTLINE

1. Emotional Intelligence
2. Determinants Of Human Behaviour
3. Self-Perception Assessment
4. Reasons For Acting Assertively – Some Practical Considerations
5. Reframing
 - a. Who Is In Charge?
 - b. Power Maps
 - c. Beliefs
 - d. Rights And Responsibilities
 - e. Responsibilities
 - f. Overriding Responsibilities
 - g. Feelings
6. Changing Your Behaviour
 - a. Types Of Verbal Responses
 - b. Dealing With Specific Situations

EXPECTED OUTCOMES

- Understanding yourself
- Dealing with delegate's own feelings
- Setting boundaries for others
- Communicating clear messages



Continue... / Assertiveness Training

- Closing conversations
- Gaining increased confidence
- Handling difficult people and situations
- Practising the art of saying “no”
- Moving awkward situations forward
- Managing conflict.

DURATION

Two full days