

Duration 1 day

Overview

The purpose of the training is for staff to examine and evaluate their own behaviour to others and – if necessary – to modify it in such a way that improved communication is likely to result.

We take an interactive, sometimes challenging, approach, using a variety of teaching models including lecturer input, role-plays, individual exercises and group exercises. These all help to explore recognised models of human behaviour and the effect of different communication styles on others.

Recommended for

This course is designed for staff who wish to increase their assertiveness skills and identify the rights they give themselves and others in the context of assertiveness. It can be used to assist the personal development of both shy, retiring personnel and those with an overly-aggressive approach to others in the workplace.

Linked Programmes

- Essential Communication Skills
- Be More Assertive

Objectives

At the end of the training the delegate will be able to successfully:

- Identify or define three typical behaviour patterns and their consequences in themselves and others
- List two ways of modifying behaviour
- List two ways of modifying attitude
- Describe three advantages of using assertive behaviour in the workplace using the documentation and support provided.

Duration 1 day

Overview

This course will help delegates manage staff and deal with difficult situations using assertiveness techniques. An interactive approach is taken, using a variety of teaching models including lecturer input, role-plays, individual and group exercises to explore these situations.

Recommended for

Staff who wish to increase the management and supervisory benefits gained from assertive behaviour.

Prerequisites

Attendance on Clearer Thoughts' course **Assert Yourself** or equivalent knowledge and skills.

Objectives

At the end of the training the delegate will be able to successfully:

- Use assertive techniques to achieve better face to face communications during exercises and role plays
- Identify three ways in which assertive techniques can improve meetings and personal time management
- Select appropriate techniques to manage aggression and deal with non-assertive behaviour in others based on information in case-studies

using the documentation and support provided.