



Course outline - Assert Yourself

(CTPD20-10)

**Duration** 1 day

**Overview**

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.

The purpose of the training is to cause 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.

An interactive approach is taken, using a variety of teaching models including lecturer input, role-plays, individual and group exercises to explore recognised models of human behaviour and the effect of different communication styles on others.

**Prerequisites**

None.

**Objectives**

At the end of the training the successful delegate will understand:

- typical behaviour patterns and their consequences in themselves and others
- ways of modifying behaviour
- ways of modifying attitude
- the advantages of using assertive behaviour in the workplace



**What next?**

This course forms one module of the Clearer Thoughts' *Personal Development Route to Success*.

The successful delegate may wish to enrol on further modules from this Route and/or from the *Management Route to Success*.

Details of the full range of Clearer Thoughts' computer training courses are available on our website (<http://www.clearerthoughts.co.uk>).