



Who should attend
Suitable for all employees

Duration
1 Day

Asserting Yourself at Work

Purpose of the workshop

In today's business culture having the confidence to say what you feel and to put your point across is becoming increasingly important. Being able to say "No" to colleagues and customers is an important skill we all need especially to be able to manage our time more effectively. This workshop will help you to understand what is really meant by the term "assertiveness" and when you should and should not use it. You will be shown tips and techniques that you can put into practice straight away that will help you to become more assertive. This workshop will help to build your self confidence and self esteem so that you feel able to stand up for your rights and not be pressurised into taking on unreasonable demands.

Outcomes

- What is meant by assertiveness?
- The difference between assertiveness and aggressiveness
- How do you become assertive?
- The impact of your communication
- Adjusting your internal state
- The behavioural traits of assertive people
- Can you really become assertive?
- Using rapport to build relationships
- How to recognise when you need to be assertive
- Tackling aggressive people and breaking down barriers
- Giving feedback to others
- Setting goals for your future behaviour

