



ASSERTIVENESS SKILLS

WHO IS IT FOR?

This is a workshop for all and has been designed to address the issues surrounding non-assertive behaviour and to give people an understanding of assertiveness together with tools and strategies to make real changes in their day to day lives.

The aim of this workshop is to examine the relationship between developing self-esteem and assertiveness and provide delegates with a range of tools and techniques to enhance personal self confidence to handle confrontation and/or conflict.

OBJECTIVES

- Identify personal challenges in behaving assertively and managing conflict/confrontation.
- Identify the behaviours associated with the non assertive styles.
- Use a personality profiling model to assess people objectively.
 - DISC profiling
- Apply a range of strategies to manage conflict.
- Develop assertive behaviours through the application of tools and techniques.
- Define a personal development plan that will assist in developing personal self-esteem and confidence.

CONTENT

- Self-esteem and self confidence
- Defining key areas for development
- Assertive and non-assertive behaviour
- Behaviour of personality
- Body language
- Staying in control
- Four stages of personal development

METHOD

ACTIVITY/INTERACTIVITY – Questionnaires and self evaluations / group discussions / 'game' to put assertiveness into practice.

DURATION

One day.