

Assertiveness in the Workplace

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In order to achieve maximum potential, individuals need to communicate effectively and clearly with others. This requires a high level of awareness and sensitivity to the impact that their behaviour is having on others. This workshop explores passive, aggressive and assertive behaviour, and develops skills in confidence and credibility. The workshop will enable you to:



- Increase yourself awareness
- Face tough situations confidently
- Make, refuse and accept requests appropriately
- Give and receive criticism constructively
- Say 'no' assertively
- Motivate, delegate and 'manage' more effectively

Who Will Benefit?

Those dealing with people, either on the phone or face to face and who need to improve their effectiveness.

Course Outline

- Identify risks and benefits to becoming assertive
- Define passive, aggressive and assertive behaviour
- Which one are you?
- The relationship between power, assertiveness, self- esteem and image
- Models of assertive communication
- Strategies for resolving differences
- Listening skills
- Barriers to assertiveness
- Assertiveness techniques
- Action plan

Duration

1 Day



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