

# Assertiveness Skills

## Course Objectives

By the end of the workshop you will:

- understand what assertiveness is and isn't
- be able to use powerful communication techniques to achieve your aims
- have improved your speaking and listening capabilities
- have enhanced ability to influence and persuade others
- be able to command attention and respect through the use of your behaviour and communication
- be able to say 'yes' or 'no', without guilt
- have an action plan to continue developing your assertiveness.

## Course Programme

0915

Assemble and coffee

0930

Introductions and Course Objectives

Describing assertiveness:

- case studies
- practising its ingredients

Active and empathetic listening

Clear and precise speaking

Neuro-linguistic programming and Transactional analysis

Lunch

The non-verbal dimension

Applying assertiveness:

- having presence, gaining attention and respect
- influencing and persuading
- saying what you feel - yes or no

Review and action plans

1630

Evaluation and close