

DURATION: A one day course

SUITABLE FOR: anyone who wishes to improve their self-esteem and confidence. For those who would like to improve their impact, effectiveness and credibility. Recognising our own behavioural styles and using different styles to influence others can have a positive impact on relationships, both personal and professional. This course concentrates on developing the knowledge and skills required to project a positive and self-assured image and how to use assertiveness to build rapport and gain co-operation.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Understand their rights and responsibilities in assertiveness
- Learn how to recognise different behavioural styles
- Know how to make and refuse requests effectively and with courtesy
- Be able to use body language as an effective communication tool
- Develop strategies for creating win:win solutions
- Build confidence and self assurance as a 'way of being'

PROGRAMME:

Introduction & workshop objectives

- What will we cover today?
- Establish what you want to achieve

Self esteem

- Identify how you feel about yourself
- Mechanisms for raising and maintaining self worth

Rights in assertiveness

- Understand your rights
- Accept your responsibilities

Behavioural styles

- Identify your own and others' behaviours

Making and refusing requests

- Understand the principles
- How to make requests without fear
- How to say 'No' effectively

Action planning

- Commit to action for the future
- Start now

Evaluation

Summary and close