

## ASSERTIVENESS SKILLS

### Introduction:

*Have you ever:* -

- Found yourself losing your temper and justifying your lack of self-control by blaming it on the other person?
- Avoided a discussion with another person in case it became confrontational
- Held back what you wanted to say because if you started you'd let the person have both barrels!
- Found yourself saying yes when you really wanted to say NO.
- Felt that other people cause you stress or knock your self-esteem.
- If the answer to one or more of the above is 'yes' then you may be experiencing the effects of non-assertive behaviour.

### Objectives:

This course has been designed to address the issues surrounding non-assertive behaviour and to give you an understanding of assertiveness. You will learn tools and strategies to help you make your communication more effective. By the end of this course you will have tools to:

- Handle confrontation more easily.
- Feel confident in your interactions with others.
- Disagree in a way that continues to maintain the effectiveness of the relationship
- Resist attempts of being manipulated through bullying, emotional blackmail, flattery etc.

### Programme Synopsis:

- Objectives
- Legal and Personal Rights
- Rights and Responsibilities
- Rights and Responsibilities Exercise
- Behaviour Styles
- Passive Behaviour
- Aggressive Behaviour
- Assertive Behaviour
- Behaviour Exercise – Passive, Aggressive or Assertive?
- High and Low Level Aggression
- Handling Aggressive Behaviour Exercise
- Dealing with Passive Behaviour
- Reactions to Passive Behaviour
- Making and Refusing Requests
- Giving and Receiving Criticism
- Giving and Receiving Criticism Exercise
- The Rules for Giving and Receiving Criticism
- Syndicate Exercise and Feedback

**Duration:** One (1) Day

**Course Code:** TSCASJA

**Certification:** Training Solutions 2000