



Assertive Skills Workshop

Assertive behaviour is clear and direct communication. Anger and other strong feelings are expressed in a straightforward manner that takes into account the feelings

and views of others.

Acting in an assertive way builds an individual's self esteem, and also the self-esteem of others. It improves people's ability to take charge in their own lives. Assertiveness is about being responsible for yourself, and making your life work for you, instead of being a victim of circumstances. **An individual's social upbringing may have restricted the development of one's assertiveness, and therefore this Assertive Skills Workshop will enhance your development of this potential weakness.**

Even when we know how to be assertive, there are hurdles we need to overcome to put our learning into practice in our lives. Lack of self confidence is one such block. It is also sometimes very hard to change patterns and habits that we have used for most of our lives. These are some of the things you have to learn to become more assertive. This course will provide the tools and knowledge you need to do this.

Who should attend?

- Anyone wanting to improve their working relationships by being more assertive.
- Those who regularly encounter conflict with colleagues, staff or managers
- Those who find it difficult to put forward their point of view.

Aksaa can work with you to design and deliver training programmes which are tailor-made to your requirements.

The fee is £150 plus VAT per delegate or £1500 plus VAT plus expenses, for up to 20 delegates for an in-house course.

To find out about our other courses please check out our website: www.aksaa.co.uk or contact our offices on 01924 466117.

Course objective

By the end of the course, participants will be able to:

- Describe what is meant by "assertive behaviour".
- Identify the differences between assertive, submissive and aggressive behaviours.
- Describe the benefits of behaving in a more assertive way.
- Make use of effective techniques for behaving more assertively when dealing with others.
- Learn more about their own preferred behaviours and the impact the ego states can have.
- Describe useful strategies for dealing with difficult situations.