



Assertiveness Training

Our Assertiveness course addresses the way we communicate in the workplace. It will look at SWOT analysis; Strengths, Weakness, Opportunity & Threats, personality types and the characteristics of Assertive Behaviour. This course will assist learners in their phrasing of difficult conversations and develop their interpersonal skills in the workplace.

This course will benefit Managers, Team Leaders and Supervisors, or any level of employee who has experienced difficulty in being heard in the workplace or who finds being assertive difficult.

Course Content:

The course will cover the following learning outcomes:

- SWOT Analysis
- What is Assertiveness?
- Assertiveness vs Aggression – Characteristics
- Barriers to being Assertive – Difficult Situations
- The Attitude Behaviour Cycle & Triggers to behaviour
- 3 Types of Behaviour
- Managing Challenging Behaviour
- Effective Communication Skills

Test of knowledge

This course does not include a test as the learning outcomes will be met through group discussions and exercises throughout the course.

On successful completion of this course, Learners will be issued with a certificate of attendance.

Duration:

1day