



Assertiveness Skills

**An intensely practical one-day workshop
on how to manage business
and workplace relationships, in particular
at times of pressure or possible conflict**

PROFESSIONAL
£325*



*For companies in the PRCA or delegates in the CIPR. Full price £395+VAT.

Aims of the course

Delegates are shown how to manage their business relationships effectively. At times, it may be necessary to stand firm on an issue. The course ensures that the situation is managed so that neither personal conflict nor tension is allowed to get out of control.

Delegates learn how to:

- Stand firm in a diplomatic and constructive way
- Understand their own behaviour and its effect on others in the workplace
- Recognise when it is appropriate to make a stand
- Differentiate between aggressive, passive and assertive behaviour; both verbal and non-verbal
- Discover their own present level of aggressive, passive, or assertive behaviour
- Become aware of a variety of assertiveness skills for effective communication in the workplace

COURSE CONTENT

How Assertive Are You?

Ascertaining how assertive, passive or aggressive your own behaviour is at present. Using this understanding to decide the appropriate behaviour for any given situation. How assertive behaviour is appropriate in the workplace.

What is Assertiveness?

Understanding exactly what assertive behaviour is by discussing the 'signs'. How assertive behaviour helps improve interpersonal and teamwork skills in the workplace. How this can help levels of stress when dealing with others.

Main Types of Behaviour

Verbal and non-verbal signs of aggressive, assertive and passive behaviour. How to recognise behaviour in yourself and others to deal diplomatically with any situation in the workplace.

Valuable Assertiveness Skills

Using the basics of assertive behaviour to say 'no' to requests. When and how to use the 'broken record' technique.

Plan your training

Assertiveness Skills helps delegates become more assertive in the workplace without becoming aggressive.

This workshop is a natural companion to many of our courses in the personal development range. These include *Building Successful Business Relationships* and *Customer Care*.

Each workshop has been designed to be self-contained. They can be taken in any order.

www.henshallcentre.com

Our web site shows: terms of business; EarlyBird discounts; SuperSaver prices; and all course dates. Book online. See how to run this course just for your team. Get maps and details of local hotels. And read *iDeals* - our online newsletter.



PR Training Provider