

ASSERTIVENESS AT WORK

Two Day Workshop

Why Attend?

Do you sometimes find that you have given the wrong impression in a new situation? Are you frequently finding yourself doing other people's unpleasant tasks? Have you ever found yourself saying "If only I had said ..." after a difficult situation? Are your ideas unheard at meetings? Have you ever "exploded" at home when the person you really wanted to "explode" at was a work colleague?

Today we expect so much more and so much more is expected of us. This workshop will enable you to communicate your thoughts, feelings, experiences, ideas, and needs without denying the thoughts, feelings, experiences, ideas, and needs of others. It is about working with others collaboratively for a "win-win" outcome.

What Will You Learn?

Objectives: By the end of the workshop you will be able to:-

- Distinguish between openly aggressive, concealed aggressive, submissive, passive and assertive behaviours
- Outline the three keys to becoming assertive
- Use techniques to increase confidence and self-esteem
- Communicate an assertive image non-verbally
- Communicate your needs using direct, honest and sensitive language
- Handle criticism and 'put-downs' assertively
- Give and receive feedback effectively

Specifically you will learn

- The meaning and significance of assertiveness
- The causes and consequences of different types of behaviour
- Why rights are important to assertiveness
- The importance of positive inner dialogues
- How to use facial expressions, gestures, movement, personal space and voice tone assertively
- To make assertive requests and statements
- To say 'no' without losing friends or your job
- To handle non-assertion from others

How Will You Learn?

The workshop is participative and involves a mixture of inputs and small group work. You will also have the opportunity to give and receive feedback from fellow participants.

What are the benefits of learning these skills?

This workshop will increase your confidence, increase the likelihood of your needs being met, and conserve your energy. You will be able to use your new skills to gain positive results in work situations (as in life) where you need to communicate successfully.