

This course provides practical guidance for anyone who needs to develop their assertiveness skills and behaviour to be more effective and confident in workplace situations. Participants will leave with an action plan highlighting key changes that need to be made. They will learn techniques which will help build confidence and improve assertiveness.

Course outline:

Recognising the Links Between Aggressive, Passive and Assertive Behaviour
Breaking Down the Barriers to Handling People and Situations
Making Your Message Clear Through Positive Language, Appropriate Body Language and Constructive Feedback
Moving from Negative to Positive Ways of Thinking to Deal with Confrontation or Criticism

Target audience: This course will benefit anyone who would like to improve their assertiveness in the workplace.

Entry requirements: There are no entry requirements for this course.

FURTHER STUDY OPPORTUNITIES

Candidates may also be interested in the following courses: Communication with an Introduction to Coaching; Effective Meetings; and Influencing and Persuading.

BENEFITS TO THE ORGANISATION

Staff and managers in any organisation will perform at optimum levels and will be able to forge effective working relationships if they are confident and assertive.

BENEFITS TO THE INDIVIDUAL

Individuals will appreciate the positive benefits of assertive behaviour in their interpersonal relationships at work and beyond. They will be able to employ skills and techniques to manage difficult people and situations.

PRICE

175.00

MORE INFORMATION

<http://www.forthvalley.ac.uk/courses/bipersonaldevelopment/2905>