

"Master-Classes" in Personal Effectiveness**ASSERTIVENESS**

A One-Day Programme

Programme Objectives

By the end of this programme delegates will:

- Have an in-depth understanding of the techniques of assertive behaviour.
- Recognise difficult situations and people with whom they have difficulty communicating effectively.
- Have had the opportunity to practice their assertive skills.
- Have developed their confidence sufficiently to be able to communicate their views and feelings in a clear and honest way.

Who is this Programme for?

This programme is for staff who have to deal with a range of potentially difficult and delicate work place issues to improve their effectiveness in dealing with others.

Programme Contents

- . What is Assertiveness?
 - . Assertive definitions
 - . What it is not
 - . Why we need it
- . Culture and gender inhibitions
 - . Factors that make it difficult
- . Counselling yourself
 - . The need to control reaction
 - . Learning to respond
 - . Changing your mind
 - . Creating self esteem
- . Two Way Communication
 - . Questioning for clarity
 - . Active listening
 - . Using your voice
 - . Body language
- . How to be assertive
 - . The three steps
- . Preparing to be assertive
 - . The need to think positively
 - . Using your inner dialogue

- . Assertive Techniques
 - . Fogging the issue
 - . Broken record
 - . Discrepancy assertion
 - . Negative feeling assertion
- . Assertive Situations
 - . Facing aggression
 - . Saying NO
 - . Giving and taking criticism
 - . Negotiating a solution
 - . Workable compromise
- . Practical Work
- . Suggested reading
- . Plans for future self development

