



time to shine

## **Assertiveness Skills**

### **Course Objectives**

This course is designed for people of all levels who wish to build and develop strong working relationships with others. The course examines ways to build rapport and respect with others by enhancing communication – using clear and effective verbal and non-verbal communication skills.

Analysing self-motivation and personal behaviour, delegates are encouraged to identify different patterns of behaviour and behavioural triggers. Assertive behaviour is examined in detail and delegates will be able to practice how to deal effectively with different situations.

### **Course Overview**

- What are assertive/passive and aggressive behaviours
- Effective Communication - Words, Tone and Body Language
- Benefits of Assertive behaviour and consequence of aggressive and passive behaviour
- Choosing your behaviour in the right situation
- Becoming more assertive and developing Self-Esteem
- Dealing with criticism and seeing the experience as positive
- Giving Feedback
- The six elements of assertiveness