



When we are assertive, we have the courage to speak out. We have the strength to resist negative or harmful influences. We think for ourselves, ask for what we need, and speak up to protect both ourselves and others.

Well-developed assertion skills are vital for everyone – whatever your position or walk in life. Used well, they inspire confidence, built credibility and create results. Sadly, many people confuse assertion with aggression and a lack of assertion with weakness. Neither is correct.

In this one day workshop participants will learn what assertion is – and is not. They will have opportunities to explore the impact of passive and aggressive responses and understand a range of skills that will enable anyone, anywhere to be assertive when it's required.

Learning Outcomes

At the end of this workshop, participants will:

- Understand the 'Ladder of Inference'
- Recognise aggression and passivity - in self and others
- Be able to use a range of assertion techniques to clearly articulate their position
- Be able to say 'No' to requests that they wish to refuse
- Understand that relationships and assertive behaviour CAN be combined

The workshop content includes:

- Exploring passive and aggressive behaviour and the reasons they occur
- The ladder of Inference Model
- Techniques for developing assertion and controlling aggression
- Building and portraying genuine self-confidence
- Understanding and applying the four influencing styles
- How to build trust and credibility
- 6 methods of assertion
- Dealing with a demanding boss or colleague
 - When and how to say "No"
 - Monkey management (dealing with other people's problems)
- The influencing style self-assessment

Duration: 1 day

