



Assertiveness and self-esteem training course outline

Leaders face daily demands on their confidence and abilities to achieve their objectives in the context of conflicting agendas and personalities in the workplace. To achieve success your managers need the skills and mindset to assertively get what they need. To help them achieve this the Assertiveness and self-esteem training course is essentially practical and aims to help delegates to focus on key areas that they want to address in their own communication styles.

Course objectives

During the course delegates will:

- Identify what exactly assertiveness is and the behaviours associated with passive and aggressive forms of behaviour
- Develop an understanding of their behaviours and their own natural style
- Learn about the principles underlying assertiveness and its benefits
- Explore ways of thinking and behaving that will lead to assertiveness
- Develop and practise a range of assertiveness skills

1. Introduction to assertiveness

- What is assertiveness?
- Styles of behaviour
- Rights and responsibilities

2. Behaviours

- Recognising verbal and non-verbal behaviours
- Understanding your own style of behaviour

3. Developing assertiveness skills, Part 1

- Helpful and unhelpful beliefs
- Changing your feelings, changing your behaviour

4. Developing assertiveness skill, Part 2

- Dealing with difficult people
- Getting your point across effectively
- Asking people for something they don't want to give you
- Saying "NO"

5. Responding to feedback and criticism

- Recognising reactions to criticism
- Skills for coping with criticism

6. Making it happen