

# ‘NOW LET’S BE ASSERTIVE’



## Workshop Overview

How often do we find ourselves saying “yes” when we meant to say “no”, or remain silent when we disagreed with something we heard in a meeting, or perhaps found ourselves agreeing to do something in the full knowledge that it would pile even more pressure onto our already busy day? Sometimes, when the pressure mounts it is easy to default into either an aggressive manner, or perhaps when weary, we default into a submissive manner, and cave in. Anything for an easy life! Perhaps more often than we care to admit? However, neither are ideal positions for anyone, particularly in a work environment. Assertiveness is a key factor in encouraging straightforward communication and reducing misunderstanding and the danger of unproductive conflict.

## Who is it for?

This one-day workshop is a must for anyone who wants to learn how to communicate in an assertive “way and achieve positive outcomes.

Delivery is through a mixture of methods and involves delegates working in group exercises and discussions. Training is practical and interactive.

## Aims & Objectives:

This one-day workshop has been designed for anyone who wants to improve their overall communication style, and increase their personal credibility and gravitas, to be able to successfully influence others.

Summary of workshop includes:

- Learn a simple and practical definition of assertiveness
- Understand what makes people assertive and their benefits
- Learn how to develop an assertive mind-set and use assertive communication
- Practise confidently saying ‘no’ to unreasonable requests or to assertively reach a solution or compromise
- Learn how to present yourself firmly and convincingly without being overbearing or aggressive
- Learn how to respond to other behavioural styles
- Be able to resolve conflict in a constructive way
- Be able to negotiate, rather than saying ‘yes’ too readily and regretting it
- Be able to respond to aggression from others without becoming aggressive or flustered
- Be able to contribute in meetings through influencing rather than railroading
- Learn techniques to deliver tough messages in a non-confrontational way
- Develop a personal action plan

\*\*This workshop can be fully customised to an organisation’s needs and specific requirements

*Our training sessions can be delivered on-site or in our training facilities.*

*Each learner will receive a certificate of attendance and course packs to take away.*

For more details and booking please **CONTACT US**

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Learning Additional & New Employment Skills

