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## **Assertiveness Skills (2-days)**

This course provides practical guidance for anyone who needs to develop their assertiveness skills for a range of workplace situations. You will gain the tools and techniques to make requests assertively, saying 'No' to unreasonable demands, proactively addressing problems in the workplace, and boosting your confidence and building your self-esteem.

At the end of this course, you will leave with a personal action plan identifying the key changes needed to be made, have the skills to practise in order to build your self-esteem and self-confidence and improve your assertiveness techniques.

You will be able to handle challenging situations or people very confidently and assertively and use body language techniques that will give you control to respond appropriately and give out a positive image.

### **Understanding Assertive Behaviour**

- Defining assertiveness in the workplace
- Identify the link between assertiveness and work/life balance
- Identifying behaviours linked with assertiveness
- Introduction to assertiveness techniques to say 'no' and make requests

### **Recognise the Link Between Assertiveness, Confidence and Self-esteem**

- Distinguishing between assertive, aggressive and passive behaviour
- Self-assessment of your style – the associated strengths and weaknesses
- Recognising your own style and behaviours
- Techniques to build self-esteem and confidence

### **Handle Challenging Situations and People Confidently and Assertively**

- Tackling barriers to assertiveness
- Confronting individual challenges which occur in the workplace
- Working proactively to prevent future challenges in the workplace
- Giving and receiving constructive feedback

### **Assertiveness and Body Language**

- Taking control through positive body language
- Responding appropriately to the body language of others in the workplace
- Using assertive and positive language – making your message clear
- Building rapport to maintain relationships

[www.arivu.co.uk](http://www.arivu.co.uk)

**Innovative & Impactful Coaching & Consulting Services  
To Transform Your Business**



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**Planning Your Personal Strategy for Dealing with Assertive Behaviour**

Developing a personal action plan for using the robust tools and techniques learned from the course to increase your assertiveness, self-esteem and self-confidence

**What others have said about these courses:**

*"This course is a practical and thought-provoking approach to being more assertive and confident. You will be enthused from the start until the very end. I can guarantee that you will think and behave differently by the end of this course"*

- Jennifer Campbell, Nabarro LLP

**To find out more about this course or to enquire about prices, training dates and locations, please contact us on **0871 237 6767** or email us at [info@arivu.co.uk](mailto:info@arivu.co.uk)**

[www.arivu.co.uk](http://www.arivu.co.uk)

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