



Assertiveness Workshop for Non Management

2 Day Workshop

Overview

Assertiveness skills are the essential backbone to developing great communication skills, getting the most out of your time and reducing personal stress. This programme will introduce or reinforce current skills and develop a range of additional skills on how to increase your assertive behaviour and gain greater respect from your manager, peers and internal or external customers. It will also look at how to develop a range of appropriate styles tailored to individual and difficult situations.

Objectives:

- Identify the personal blockages preventing assertive behaviour.
- Learn how to build trust, credibility and rapport fast and effectively.
- Gain confidence in handling handle conflict, criticism and other challenging situations.
- Deal with different behaviour ranging from aggressive through to submissive.
- Learn to Manage time through assertive behaviour techniques.
- Develop a broader range of communication techniques to use in a variety of settings.

Contents:

- Assertive & aggressive Behaviour
- Saying no with confidence
- Dealing with conflict
- Managing time assertively
- Reducing and dealing with stress
- Transactional Analysis
- Practical exercises
- Facilitated learning

Accelerate UK
St Martins Le Grand
London EC1A 4EN
+44 (0) 870 803 0790
+44 (0) 20 7397 8797

www.accelerate.uk.com



Accelerate UK