



# Assertiveness Workshop for Managers & Team Leaders

2 Day Workshop

## Overview

Assertiveness skills are the essential backbone to developing great communication skills and getting the most out of your staff. This programme will introduce or reinforce current skills and develop a range of additional skills on how to increase your assertive behaviour, emotional intelligence and gain greater respect from your team members. 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
- Giving feedback—positive or negative
- Dealing with conflict
- Managing time assertively
- Emotional Intelligence
- Transactional Analysis
- Practical exercises
- Facilitated learning
- Live Coaching sessions

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

[www.accelerate.uk.com](http://www.accelerate.uk.com)



**Accelerate UK**