

Assertiveness in the Workplace

Overview:

Assertiveness is being able to confidently express your ideas and needs while respecting the rights of others.

This training is specifically designed to assist in empowering people to make positive changes in their behaviour, and develop the sense of control that is necessary for positive self-esteem and effective interpersonal relationships.

This training will assist you in being able to defuse a message quickly and effectively.

Participants will learn a range of techniques, to improve their ability to manage the various demands made on them, in their interaction with others.

At the completion of this course, participants will be able to:

- Develop self-understanding and relate to others better
- Communicate with honesty and confidence
- Apply appropriate body language to support their message
- Utilise a number of strategies form managing aggressive behaviour
- Deal with people effectively
- Effectively say 'No'

Designed for: All employees

Duration: 1 day

Content:

Understanding Assertiveness

- Passive / submissive behaviour
- Aggressive behaviour
- Assertive behaviour
- Your behaviour style
- Assertive behaviour styles
- The effects of non-assertion
- Saying 'no'
- Identifying manipulation
- Manipulative behaviour inventory
- Managing manipulation

Assertive Communication

- Assertive communication
- Communication skills
- Vocal and verbal
- Reframing
- Guidelines for assertive communication
- Non-verbal communication

Transactional Analysis

- Transactional analysis - parent
- Transactional analysis - child
- Transactional analysis - adult
- Common games people play
- Identifying games
- Games behaviour inventory
- Managing game playing



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