



Assertiveness Skills Training

A one day, 5 star rated course from the training experts



A Masterclass in Assertiveness at Work

Assertiveness is a necessary skill in the workplace, used to help to deliver your thoughts and ideas in a professional manner to influence and persuade others.

This one day course will you to develop Assertiveness skills to enable you to be more confident and in control when dealing with others especially when interacting with aggressive, or difficult people

What you will gain:

- ✓ Increased self-esteem and confidence in your ability to deal with a variety of situations effectively
- ✓ The ability to deal with passive or aggressive people in an appropriate / positive manner
- ✓ An awareness of effective assertiveness techniques
- ✓ Face-to-face communication skills necessary to be more assertive
- ✓ An opportunity to practise new behaviours in a safe and supportive environment

Who should attend?

Assertiveness Skills training course is for anyone who has to deal with different personalities and difficult situations in the workplace – whether it is customers, colleagues or managers and want to be confident in what they say and do.

Prices & Venues:

Manchester: £295+vat

Liverpool: £295+vat

For courses in Leeds and Birmingham please contact us.

Private & One to One courses

We offer private and one-to-one courses throughout the UK. Please email or call us with your preferred venue, number of delegates and any requests.

A great course with tangible steps to improve and encourage the candidate to evaluate themselves
Kathryn Fielding | Web Applications UK Ltd

Our interactive practical courses and learner centred approach, combined with small class sizes, provides the very best learning environment

Google

5.0 ★★★★★

No more than 6 Delegates

5 Star Rated courses

Practice led learning

3 months online support

Lunch & refreshments provided

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Assertiveness Skills Training



Course Objectives

- Explain the difference between the three behavioural types
- Identify the specific characteristics related to each behaviour
- Understand why we need to be assertive and the benefits of this type of behaviour
- Appreciate the theory of why people act in certain ways
- Realise the ways to improve your face-to-face communication when being assertive
- Build the skills so that you can be confident when having difficult conversations
- Be able to demonstrate how to be assertive in a variety of situations

Course Topics

- Understand the meaning of assertive behaviour
- Clarify the characteristics of aggressive, passive and passive aggressive behaviour
- Explore relevant theories behind assertiveness focusing on Transactional Analysis
- Discover how behaviour breeds behaviour
- Appreciate how important it is to create a positive first impression when communicating with others
- Learn to how use your face-to-face communication skills so as to become a more effective communicator
- Appreciate the importance of human rights when being assertive
- Look and practise a three step model of assertiveness
- Explore other assertiveness techniques which can be applied in a variety of circumstances

How to book

To reserve your place on our Assertiveness Skills Course, simply pick your preferred date and location, and send us an email or give us a ring.

Or if you prefer, we offer private and In House training on request.

Email: info@mtraining.co.uk

Call: 0161 226 6032

Or visit: www.mtraining.co.uk

We offer group booking discounts for two or more delegates.