



Assertiveness Skills Course

A 5 Star Rated course from the
Training experts





Assertiveness Skills Course

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.

Introduction

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.

You will develop an awareness of effective assertiveness techniques and face-to-face communication skills necessary to be more assertive

An opportunity to practise new behaviours in a safe and supportive environment

Who would benefit from this course?

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.

Classroom & Virtual Classroom Courses

We offer this course as a classroom based course and as a live, interactive online course.

Our classroom courses are run as public courses at the venues shown below or as a private course anywhere in the UK.

Our online Virtual Classroom courses are available for people anywhere in the world with internet access. You will be able to see the trainer, their screen, be able to chat and ask questions, just like on our regular classroom courses.

No More Than 6 Delegates

5 Star Rated Course

Practice Led Learning

3 Months Online Support

Lunch Provided

Detailed Course Notes

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

Google

5.0 ★★★★★

A great course with tangible steps to improve and encourage the candidate to evaluate themselves

Kathryn Fielding
Web Applications UK Ltd

Public Course Venues and Prices

	1 Delegate	2 Delegates
Manchester:	£295 + VAT	£495 + VAT
Leeds:	£295 + VAT	£495 + VAT
Liverpool:	£295 + VAT	£495 + VAT
Online	£190 + VAT	£320 + VAT

Private & One to One courses

We offer private group courses and one-to-one courses throughout the UK from £690 and Online From £190 (half day). Please email or call us with your preferred venue, number of delegates and any requests.





Assertiveness Skills

Course Outline

This course will teach you how to become more assertive

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

To book please see next page

Google

5.0 ★★★★★

A very useful course with a really informative and knowledgeable trainer.

I learnt a lot of new skills in the day, and am going to be able to use them day-to-day.

Charlotte Aspden
Hardscape

For private courses the course content can be adapted to suit your requirements.
Please contact us to discuss your requirements.





Assertiveness Skills Course

Why Choose M Training's Assertiveness Skills Training Course

- Run by an experienced trainer with over 10 years' experience in running training courses
- This course is limited to 6 places so you are guaranteed personal support throughout the day
- Fully CIPD Qualified trainers
- From Only £295 + VAT per delegate
- Convenient locations in Manchester, Leeds, Liverpool and Birmingham.
- We provide one to one and private group courses throughout the UK
- Course notes and support material
- Lunch & refreshments provided
- Certificate of achievement

Private and One-to-One Courses

One-to-one and private group courses are available from £690 for a one day classroom course and from £190 (half day) or £350 (full day) for a private online course .

These courses are ideal if you cannot make one of the set course dates or if you want a more advanced course or different course outline/focus.

One-to-one and private group courses can be run anywhere in the UK, at our Manchester office or via Virtual Classroom online.

How to book

To reserve your place on our 1 Day Assertiveness Skills course, Simply pick your preferred date and book on our website, send us an email or give us a call.

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.

Friendly trainer who really wants to understand your personal goals for the training, and supports you to achieve these; It was great to do the role plays without time to think, as it put you in a real life situation.

**Katie Greenwood
Datum Group**