

Assertiveness at Work

Express your viewpoint! Appear Confident! Stay in Control! Avoid Stress and get better results!

Who should attend?

Anyone who wishes to interact confidently with colleagues or clients in all situations, without ever losing their cool.

Course Objectives

To be able to recognise and differentiate between constructive criticism and insulting behaviour towards you.

To know when to hold back or push back, using your voice and positive body language, without being aggressive.

To confidently build and grow an assertiveness ladder, and continue a daily plan for high self-esteem and achievement.

Course Content

- This very interactive course will provide many essential opportunities to practice, and master, the techniques presented and discussed.
- How to define assertion – you'll be half-way there already.
- How to build a personal platform of natural confidence.
- How to recognise and deal with Bad behaviour from others.
- How to create respect in others and really enjoy it too.
- How to grow practical and productive relationships for working success.
- How to understand and act on different levels of assertion.
- How to tackle direct and indirect passivity and aggression.
- How to maximise 10 great steps to help you cope with criticism, bullying, manipulation, and insincere flattery.
- How you can create a when and how daily checklist, and personal action plan for ongoing success.
- How to feel brilliant about yourself - just about all the time.

Key Benefits

1. Confidence boosting ideas you can use immediately.
2. Key point refresher notes to use confidently.
3. Prestigious attitudes training certificate.
4. Training at your own premises. Or open scheduled courses.

