

Assertive Communication

OVERVIEW

Being a leader we bring our own style of communication to the workplace. How do you know what is the appropriate style for the situation?

This course will provide information and skills necessary for developing an assertive approach to interpersonal communication. Assertive behaviour is the most effective way to achieve our goals and enhance the self-esteem of both ourselves and those with whom we interact.

As a manager or supervisor you deal a lot with conflict and difficult people. Assertiveness skills demonstrated by you will educate your staff. Solutions will be much easier to obtain.

OBJECTIVES

Upon completion of this 1 day workshop, each participant will be able to:

1. define passive, assertive, aggressive and passive-aggressive behaviour
2. assess their level of assertiveness
3. recognize their rights and the rights of others in the workplace
4. identify the benefits of applying assertive skills
5. improve self-concept to increase assertive behaviour
6. understand the nature of conflict
7. examine your management style of conflict
8. demonstrate your ability to shift into assertive communication
9. follow a successful recipe for assertiveness
10. identify and implement strategies for improving assertive behaviours
11. develop an action plan