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## **Assertiveness**

Many of us work in an environment that may be fast-moving and, at times, uncertain. The work place is becoming an environment of achieving results.

This highly participative course is designed to improve these results for the delegates and enhance the way they work with other people by being able to handle many different situations. It explores dealing with awkward people and raising difficult issues in a direct, open and honest way.

Assertiveness is standing up for your rights without violating the rights of other people and maintaining your own self-esteem and that of others. A vital skill for success in today's working environment.

### **Course Objectives**

To enable delegates to deal with others without making impossible promises, shying away from conflict or giving way too easily.

To do so without losing one's temper, being curt and dismissive or steamrolling or creating bad feeling.

### **Course Content**

What is Assertiveness?  
The Art of Rapport Building  
Communication Channels  
"I Know My Rights"  
Behaviour Styles  
Knowledge, Skills and Attributes  
Important Questioning Techniques  
Giving and Getting Praise and Compliments  
Handling Aggressive Behaviour  
Dealing with Complaints  
"Selling" your Thoughts and Ideas  
Exercises