

## ASSERTIVENESS

Assertiveness is the extent to which a person is able to express their needs, wants, expectations, feelings, opinions and beliefs in direct, honest and appropriate ways, as well as exercise their legitimate authority in order to get a team, group or individual to accomplish requested tasks or activities.

## COURSE OUTLINE

1. Emotional Intelligence
2. Determinants Of Human Behaviour
3. Self-Perception Assessment
4. Reasons For Acting Assertively – Some Practical Considerations
5. Reframing
  - a. Who Is In Charge?
  - b. Power Maps
  - c. Beliefs
  - d. Rights And Responsibilities
  - e. Responsibilities
  - f. Overriding Responsibilities
  - g. Feelings
6. Changing Your Behaviour
  - a. Types Of Verbal Responses
  - b. Dealing With Specific Situations

## EXPECTED OUTCOMES

- Understanding yourself
- Dealing with delegate's own feelings
- Setting boundaries for others

## Continue... / Assertiveness Training

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- Communicating clear messages
- Closing conversations
- Gaining increased confidence
- Handling difficult people and situations
- Practising the art of saying “no”
- Moving awkward situations forward
- Managing conflict.

### DURATION

Two full days