

## **Assertiveness & Confidence Building**

### **Course Overview**

Assertiveness is about clear, open, confident communication that maintains mutual respect and leads to positive outcomes for individuals and the organisation. Assertive behaviour does not come naturally to many people, but with the right insights and guidance anyone can learn to be assertive. This practical one day course allows participants to focus on their own situations and to learn skills and techniques that they can implement right away.

### **Who should attend**

Anyone at any level who wants to develop a more assertive communication style (e.g. speaking up and not being passive; not reacting aggressively) and be able to deal more effectively and confidently in different situations with various people.

### **Course Objectives**

By the end of the course participants will be able to:

- Define different behaviour types and recognise them in self and others, along with their effects
- Identify situations where they find it difficult to be assertive and to understand why this is and what to do about it
- Demonstrate and practise a range of assertiveness techniques including how to say 'No'; how to make requests; how to respond to criticism or put downs; how to deal with aggression
- Plan their next steps in developing confidence and assertive behaviour

### **Course Content**

- Defining assertiveness – what it is and what it is not
- Benefits of assertiveness to individuals and the organisation
- Self-assertiveness questionnaire on assertiveness

- Internal beliefs and why assertiveness is not easy
- Rights and responsibilities
- Confidence – what it is and where it comes from
- Boosting self-esteem and confidence through assertiveness
- Recognising different behaviour styles and their effects on self and others
- Assertive words or phrases, body language and tone of voice
- How to make requests or state your views clearly and make yourself heard
- Responding to different styles and focusing on positive outcomes
- Tips for disagreeing in a positive way and avoiding aggression
- Different ways of Saying 'No' and not feeling guilty
- Responding to criticism and put downs
- Dealing constructively with aggression and conflict
- Using a structured approach to giving feedback about unwelcome behaviour
- Practical exercises working in groups and pairs to develop skills
- Personal action notes

## Reviews

*“Excellent delivery. The course was all relevant to me.”*

*PW, Hanover Housing Association*

*“Well put across and lots of relevant scenarios. Relaxed atmosphere aided participation.”*

*NL, Hanover Housing Association*

*“I enjoyed the whole day and Margaret made it easy to understand and follow.”*

*FA, Hanover Housing Association*

*“Interesting content and able to practise skills..”*

*LD, Scottish Society for Autism*

*“Plenty of discussion and learnt things I can use in my daily life.”*

*LR, Fife Carers*