

Course Title	Assertiveness	Duration	Two days	Personal Development
Outcomes	By the end of this training, your delegate will : <ul style="list-style-type: none"> <li>◆ understand the differing types of behaviour typically displayed in a workplace ;</li> <li>◆ demonstrate the ability to recognise different behaviours ;</li> <li>◆ understand the principles of assertive behaviour ; and</li> <li>◆ demonstrate assertive behaviour in a range of situations.</li> </ul>			
Prerequisites	None			
Session	Aim	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals.	<ul style="list-style-type: none"> <li>◆ Introductions</li> <li>◆ Understand the objectives and the process of the course</li> <li>◆ Agree what outcomes are required</li> </ul>		
Behaviours	Understand the differing types of behaviour typically displayed in a workplace.	<ul style="list-style-type: none"> <li>◆ Assertive behaviour</li> <li>◆ Non-assertive behaviour</li> <li>◆ Submissive behaviour</li> <li>◆ Aggressive behaviour</li> </ul>		
Recognition	Demonstrate the ability to recognise different behaviours.	<ul style="list-style-type: none"> <li>◆ Verbal signs</li> <li>◆ Non-verbal signs</li> <li>◆ Other points of view</li> <li>◆ Practice exercises</li> </ul>		
Principles	Understand the principles of assertive behaviour.	<ul style="list-style-type: none"> <li>◆ The ABC formula</li> <li>◆ Coping techniques</li> <li>◆ How to get to 'no'</li> <li>◆ Self-mediation – resolving conflict</li> <li>◆ "I've got rights and so have you!"</li> </ul>		
Assertion	Demonstrate assertive behaviour in a range of situations.	<ul style="list-style-type: none"> <li>◆ Lots and lots of practice!</li> <li>◆ Feedback.</li> <li>◆ Even more practice!</li> </ul>		
<b>Book this course now :</b>				
Cost	Price Code D			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail: <a href="mailto:bookings@its-training-uk.com">bookings@its-training-uk.com</a>			