



# Assertiveness Communication

**Duration: 1 Day  
Non Accredited**

## Accreditation

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**This workshop is currently not accredited, however a certificate of attendance is provided for C.P.D purposes.**

## Introduction/Summary

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**Assertiveness is the ability to express your feelings, opinions, beliefs and needs directly, openly and honestly, while not violating the personal rights of others. Assertiveness does not in any way mean aggression. Aggressive behaviour is self enhancing at the expense of others; it does not take other individual's rights into consideration.**

This workshop enables people to examine their style of communicating with others, to look at steps to improve their interpersonal skills and to change behaviour patterns. During this session we will study assertive behaviours, rapport, body language, questions, giving and receiving feedback, saying "no" and listening skills.

This workshop can be tailored to meet your needs and delivered at your own premises.

## Content

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**By the end of the workshop, delegates will be able to:**

- Draw personal strength from an understanding of their rights and responsibilities in relation to others and themselves
- Define assertive and effective behaviour and recognise their own aggressive and passive behaviours
- Use assertiveness tools to resolve the struggle and the ability to achieve a win-win outcome
- Set goals and action plans for improving key relationships in the workplace

## Requirements/Pre-Requisites

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There are no pre-requisites for this course.