

# Assertiveness Skills Training

## Aims

This one day course is designed to provide delegates with the essential skills of assertiveness and to identify strategies for dealing with people and their behaviour

Our interactive workshop is to enable delegates to become more assertive in the workplace, the tools and techniques covered will enable delegates to deal with situations in a confident and diplomatic way and will improve their communication skills

The day will be a mixture of theory, discussion and practical exercises

## Session Overview

- Understanding behavioural types – so that you can deal with them
- The seven rights of the assertive person – a look at reasonable behaviour
- Five step approach to basic assertiveness – a really useful behavioural model for dealing with conflict in a calm, structured way
- Behaviour inventory – chance to look at different responses to a range of situations and examine the most effective ones
- Broken record technique – another great technique for developing calm persistence and persuasive skills
- Fogging technique – a chance to develop the skills of listening and calming situations down
- Handling complaints – a very useful technique for dealing with the emotional side of complaints
- Constructive criticism – an examination of best practice for making criticism constructive and helpful

## Feedback received from 18/4/13

*Very interesting - particularly the 5 stage model*

*There was a great balance between listening and doing*

*A very enjoyable day delivered by a lovely lady*

*Very useful and relevant to our jobs*

Course cost £100 per person to book please contact [Jackie.spotonsolutions@gmail.com](mailto:Jackie.spotonsolutions@gmail.com) or call on 07966 617130