

## Assertiveness Training

The term 'assertiveness' is often misunderstood. Consequently to understand the concept and purpose of assertiveness training, It is important to understand what assertiveness is **not**. Assertiveness training does not teach the student to be aggressive, loud or bullying although it may well help them to stand up to those that are. Assertiveness is not about trying to dominate others it is more a matter of resisting those who seek to dominate and to manipulate you.

The aim of the course is to allow candidates to recognize when they are being abused or maneuvered for someone else's benefit and how to resist such treatment without being angry or aggressive. This course emphasizes the values of clear, calm and frank communication as a means of establishing relationships where everyone knows where they stand and no one feels ill used.

Assertiveness training can help those who have previously suffered in silence to speak up for themselves and regain confidence, and can also help those in managerial positions to persuade people to do as they need them to without having to resort to bullying.

This complex and interesting half day course covers the following:

- What is assertiveness
- Assertive techniques and skills
- Passive behaviour, Do you have trouble saying no
- Rules of Assertion
- Dealing with aggression
- Tips for being assertive including eye contact, body posture, distance, physical contact, gestures and facial expressions
- How to use voice tone, fluency and timing
- The importance of Listening skills

**Training Methods:** Lectures, case studies, scenarios and group discussions.

**Assessment** is a thorough observation of practical elements and a workbook which is marked by the Tutor and then verified by an assessor, for Quality Assurance purposes. To gain a certificate a course mark in excess of 80% is required. On successful completion of the course, students will receive a Certificate.

Employers will receive all necessary paperwork to provide an auditable paper trail.

