

Understanding Behaviour & Assertiveness

Recommended duration – 1 day

Objectives

- Increase productivity by becoming more Assertive with all aspects of your daily work
- Understand the impact of current behaviour with team members, the management and customers
- Practice the development of Assertive skills in a safe and supportive environment

Content

Identify behaviours

- Passive, Aggressive, Passive-Aggressive and Assertive
- Where behaviour comes from
- Considering perceptions and beliefs

The Behaviour Equation

- How our behaviour impacts others
- How we are being managed and how management styles affect behaviour

Developing Communication Skills

- Understanding and developing our awareness of how we communicate
- Building and breaking rapport
- Body language and phraseology
- Attitudes and moods – the personality issue

Assertiveness Techniques

- Recognising the need to change behaviour
- Learning to say 'no' in a constructive manner

Learning to put this together in real life

- Action planning
- Practise

The Trainers Promise

- To use minimal PowerPoint and maximum group exercises, discussion and experience
- To relax the group so they feel comfortable to learn and thoroughly enjoy the experience
- To use a variety of exercises including role-play, group work and case-studies
- The course will be conducted with approximately 70% exercises and 30% theory