

# You Can Be Assertive Too

## Programme Outline

### Who can benefit?

The course is suitable for delegates wanting to build their confidence, assert themselves and can be delivered to all levels

### Course Objectives

- Describe what assertiveness is
- Describe different assertiveness strategies and their uses
- Outline strategies for dealing with difficult situations and people within these processes
- Demonstrate effective questioning skills and assertive behaviours
- Draw up an action plan for themselves and their area of work

### Course content

- What is Assertiveness?
- Assertive behaviours
- Assertive Rights
- Self Assessment
- Role Play
- Assertiveness Strategies
- Body language, word, tone
- Action planning

### Course Duration

1 day