



ASSERTIVENESS SKILLS

WORKSHOP SUMMARY



Assertiveness isn't about being arrogant, it's being confident in what you're saying and in a calm and positive way. Underpinned by our core psychometric tools, this workshop will help increase a person's assertiveness skills and enable them to communicate clearly and effectively. The workshop will give you the ability to offer objective feedback without fear, say no and regain a work-life balance. Real-life, current situations are used in this peer learning session to build skills and use a variety of methods to help delegates be able to deliver intended messages.

WORKSHOP INFORMATION



Learning style: Classroom, experiential and activity

Workshop length: One day

Assessments used: Personal Profile Analysis (PPA) and Trait Emotional Intelligence Questionnaire (TEIQue)

Maximum group size: 16

LEARNING OUTCOMES



By taking this workshop, delegates will:

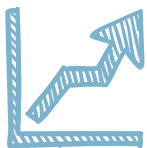
- Understand different ways to say no and ask for what you want confidently
- Learn how to manage awkward/difficult conversations
- Understand the difference between assertive, aggressive and passive-aggressive behaviours
- Be able to give effective and meaningful feedback
- Understand the importance of using the right language when being assertive
- Boost their self-confidence to increase personal impact
- Be able to implement usable techniques based on emotional intelligence and behavioural awareness theories

THIS WORKSHOP IS SUITABLE FOR...



People looking to improve their confidence and assertiveness to be more effective in their role, no matter what job level. You do not need to be trained in any of the core Thomas assessments, however you will be asked to complete a PPA and TEIQue prior to the workshop.

FURTHER DEVELOPMENT



Assertiveness Skills can be combined with our **Improving Personal Performance** and **Managing Emotions and Understanding EI** workshops to create a comprehensive personal development programme.

HOW TO BOOK



Contact us on **01628 475 366** or email info@thomas.co.uk where our team of expert trainers are on hand to discuss your requirements and help you create the right plan for your organisation.



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