

# Assertiveness

## *Building Confidence and Assertiveness*



### Overview:

Assertiveness skills enable people to have confidence in dealing with others in the workplace as well as developing their life skills. Practical activities allow delegates to practise expressing their views, opinions and ideas and to listen to the views, opinions and ideas of others. Delegates will also learn to recognise differences and when not to be assertive.



### Benefits of completing this course:

- Feel better about yourself
- Feel more confident and relaxed
- Be able to create personal and professional goals
- Learn the difference between passive, assertive and aggressive behaviour.



### Audience:

Team Members, Supervisors or Team Leaders who feels they need to be more personally effective in one to one or group situations, making requests, expressing personal opinions or coping with criticism effectively.



### Learning Outcomes:

- Recognise assertive and non-assertive behaviour
- Develop assertive techniques to be able to confront others in a positive manner
- Recognise how self-esteem improves assertive communication
- Seek to discuss concerns that you may have
- Improve your ability to remain calm in heated situations
- Identify and eliminate negative self-talk



### Delivery:



### Course duration:



### Certificate:

Certificate of Attendance



### Competencies:

- Adaptability/Flexibility
- Approachability
- Communication

#### Delivery Options



Public Schedule



Live-Online



Group Training



In-house

#### To book this course:

Call: **1300-2GO-CTS**

Web: [www.ctstraining.com.au](http://www.ctstraining.com.au)

Email: [info@ctstraining.com.au](mailto:info@ctstraining.com.au)

## Assertiveness

### Topics covered ...



#### ■ Overview

Being assertive actually means:

- you can effectively communicate your needs, wants, feelings and opinions to others in a direct and honest manner ;
- you are receptive to the other person's needs without intentionally hurting anyone's feelings;
- Consider the different ways that people react to conflict and how you can increase the likelihood of a win-win outcome.
- Understand the importance of controlling your inner "self-talk" in being able to manage either your anger or anxiety

#### ■ Understanding Behaviour

- Learn how to distinguish Assertive, Aggressive and Passive Behaviour
- Building Self Esteem
- First Impressions
- Influences of past experience

#### ■ Self-confidence

- Tips of building self-confidence
- The power of thoughts
- Wipe out worry
- Developing your self-esteem

#### ■ Ask for What you Want

- Why is it difficult to ask for what you want?
- How to ask for what you want

#### ■ Communication

- Interpersonal Communication
- Connecting with People
- Building rapport and trust
- Giving and receiving feedback in a supportive way
- Controlling your self-talk

#### ■ Feeling, Looking and Sounding the Part

- Self worth
- Identifying strengths and weakness
- Creating Positive Self Talk
- Importance of Appearance
- Body language
- First Impressions
- Sounding Confidence
- Using "I" Messages
- Coping Strategies

#### ■ Dealing with Conflict

- Managing "fight or flight" reaction
- Responding to criticism and difficult behaviour
- How to engage others in collaborating problem solving
- Resolving contentious issues in a spirit of win-win
- Managing Stress

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