



CREATING CONSTRUCTIVE & PRODUCTIVE RELATIONSHIPS

ASSERTIVE COMMUNICATIONS SKILLS

2 DAY NON-CREDIT BEARING SHORT COURSE

Assertiveness is the ability to communicate one's own thoughts in a clear, direct and non-aggressive manner. It is a healthy, productive behavioural style. Assertiveness is a key skill in the handling of conflict situations in a work or personal environment.



PARTICIPANT PROFILE

Employees who need to develop, refine and practice a more assertive behavioural style, as well as employees who need assistance in handling conflict situations through assertive communication.

COURSE CONTENT

Understanding Assertiveness and the Self

- The meaning of assertiveness
- The link between assertiveness and self-image
- Boundaries

Assertiveness and Conflict Management

- Own conflict management style
- Specific styles for specific situations

Assertiveness and Communication

- Transactional analysis, the ego states and their links with assertiveness

Techniques for Improving Assertiveness

- Steps to improve assertiveness
- Broadening one's repertoire
- Specific techniques for specific situations

