

## Assertive Communication Skills

Duration: 1 Day    Course Code: A-AC

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### Overview:

Being cooperative is great. But setting boundaries, saying 'no' and standing up for yourself are just as important. This training course helps you to learn how to say 'no' in a way that's comfortable, confident and effective, without feeling guilty afterwards. You learn to distinguish between three basic positions: passive, assertive and aggressive.

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### Target Audience:

Managers, supervisors, and project leaders Administrative assistants and office coordinators Anyone who would like to develop assertiveness skills

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### Objectives:

- After the workshop, you will be able to:
  - Express what you want and assert your rights.
  - Prevent misunderstandings and conflicts.
  - Overcome self-defeating behaviours.
  - Improve the quality of your interactions with others.
  - Demonstrate and model assertive behaviour for win-win outcomes
  - Gain self-awareness of attitudes, behaviour patterns, and habit
  - Develop a positive, proactive response to difficult behaviours
  - Exhibit confidence in ability to address challenging situations
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### Additional Information:

**The Benefits of Assertiveness** How to boost your self-esteem Ways to improve the quality of your interactions with others Learn to speak up and be heard How to prevent messy interpersonal situations and conflicts

**Improving Your Assertiveness Skills** Examine your present level of assertiveness Identify and evaluate the benefits and liabilities of assertive, aggressive and passive behaviours Discover "useful tricks" and methods to improve your assertiveness Select the best assertiveness approach depending upon the situation

**Using Your Assertiveness Skills on the Job** Acquire practical techniques to enable you to give and receive feedback Appropriate responses to criticism and how to manage your emotions Ways to set reasonable limits on your output Assertive strategies for particular situations

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### Further Information:

For More information, or to book your course, please call us on 0800/84.009

[info@globalknowledge.be](mailto:info@globalknowledge.be)

[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)

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