

AIMS

To understand what assertiveness is and why people are not assertive.
To analyse how assertive you are. To understand the consequences of not being assertive and how to make changes to become more assertive.

Delegates will discuss the techniques of assertiveness in more detail, giving participants opportunity to practice these in small safe groups. The trainer will facilitate group work, using, lecture style presentation, role play, discussion and individual questionnaires to identify personality groups and make personal plans to develop.

PROGRAMME

- Introduction to assertiveness – What is assertiveness
- What does it mean?
- The ring of success
- Why we don't assert ourselves
- How assertive are you?
- What are the consequences of not being assertive
- Differences between assertion, aggression and non assertion
- Recognise that you have rights
- Explanation, Feelings, Needs, Results
- Thinking assertively
- How to say NO
- Assertiveness techniques and skills



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