



Assertiveness Skills
One-Day & Two-Day Open Courses
Overview

Assertiveness Skills open course

Boost your confidence so you can enjoy presenting and engaging your audiences!

The focus of this assertiveness programme is about making choices and understanding that you have more choices than you think.

It's a practical assertiveness course that will help you feel more confident in your ability to deal with aggressive people and avoid those angry outbursts when you are pushed too far.

We look at how you can make easy changes in your behaviour so that you will no longer feel pressured into doing things you'd rather not do.

This is the original too nice for your own good assertiveness programme.

The content of each workshop will be shaped around the needs of the delegates, making the work relevant and practical.*

Ahead of the course, we'll provide pre-course preparation to get juices flowing and the mind focused...

This course will help you with:

- *Dealing with Feelings*
- *Setting Boundaries*
- *Giving Clear Messages*
- *Closing Conversations*
- *Increasing Confidence*
- *Managing Your Anger*
- *Difficult People and Situations*
- *The Art of Saying 'No'*
- *Managing Conflict*

Assertiveness Skills *one-day* open course

**Course Content*

Strong Feelings

- Feelings and behaviours associated with conflict

Learned Messages

- Childhood messages

Setting Boundaries

- Setting personal space boundaries

Other People's Demands

- Setting internal boundaries
- Handling other people's demands

Status

- Situational not hierarchical status
- Change status in different situations
- Easy changes of behaviour

Language

- Language that's used to apologise, justify and defend

Behaviour

- Behaviours that happen under stress
 - Accommodating and unassertive
 - Angry and overly assertive
 - Authentic assertive behaviour

The Art of Saying 'No'

- Choices to create different outcomes

Assertiveness Skills *two-day* open course

**Course Content*

Small Changes

- How small changes create a big impact

Feelings

- Feelings in uncomfortable or new situations
- Behaviours associated with those feelings

Childhood Messages

- Messages that reinforce non-assertive behaviour

Assumptions

- Assumptions made about other people
- How assumptions affect communication

Status

- Situational, rather than hierarchical status
- Change status to have a different outcome

Behaviours

- Behaviours that occur under stress
 - Accommodating and unassertive
 - Angry and overly assertive
 - Authentic assertive behaviour

Being Nice

- Everyday ways in which you are 'nice'
- How being 'nice' can be a disservice
- How being 'nice' can serve you

Conflict

- Reasons for conflict
- Defuse potential arguments
- Build bridges between people

Setting Clear Boundaries

- How to set personal space boundaries
- Setting boundaries when dealing with others

Saying 'No'

- Dealing with your difficult situations
- Choices to create a different outcome

Nice Clichés

- 'Rules' about being 'nice'

Patterns

- Why we revert to what we normally do
- Wider behaviour choices

Real-Life Situations

- Practise 'real-life' situations
- Share best practice and suggestions

Your Full Assertive Self

- You as a balanced, assertive human being
- Identify personal style

Assertiveness Skills one-to-one remote training

Benefits of One-to-One Skills Training

This Assertiveness Skills course is available as a 2-hour or 4-hour one-to-one remote session.

Choose your time. Have a briefing call from your trainer and off you go.

The content of each session will be shaped around your needs, making the work relevant and practical.

- A completely personal, in-depth, and confidential look at your specific issues
- Dynamic, empathetic, and highly experienced coaches
- Get to the heart of your issues with speed and effectiveness
- Delivered online
- Two to four hours of personal one-to-one attention
- Pre-assessment of the issues you want to cover

Contact details



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