

# Assertiveness Skills (3 hours)

Straight talk in any situation

## Course Overview

### How You Will Benefit

In the world and general, but especially in the workplace, it is hard to get what you want unless you ask for it. The ability to speak up for oneself, politely and without aggression is one of the unspoken keys to being successful and gaining influence. It will give you a push to reach goals, solve problems, make sales, lead projects, and untangle conflicts. Assertive attitude also improves rapport, builds esteem and reduces stress.

A lack of assertiveness can have unexpected outcomes on organisational performance, as author Alec Grimsley reports in his book "Vital Conversations." In his study, 70% of teams interviewed said that at least one team member had displayed inappropriate or destructive behaviour that had gone unchallenged by the team's manager. 30% had reported that this employee's behaviour had continued unchallenged for over 3 years, and only 20% of people actually have the confidence to have a tough conversation! Think of what an assertive, constructive conversation would do to fix the failing morale of this team.

But having the right touch when it comes to assertiveness can be tricky. Some managers and colleagues seem to push too hard whereas others do not push hard enough. This course will teach you the right balance of assertiveness and how to avoid being passive, passive-aggressive, or aggressive. Through learning assertiveness phrases, behaviours and body language, you will be able to handle conflict confidently, get your opinions respected, and take criticism constructively.

### Course Objectives

Successful completion of this course will increase your ability to:

- Define assertiveness
- Recognise the assertiveness continuum
- Identify personal blocks to assertiveness
- Demonstrate assertive language and behaviours
- Avoid language and behaviours that are not assertive (passive, aggressive and passive-aggressive behaviours)
- Use assertive behaviours in everyday situation

### Key Topics Covered

This course explores the following subjects in depth:

- Foundations of assertiveness and potential blocks to assertiveness
- How to use "I" statements and factual statements to make clear directives
- Understanding the underlying attitudes and motives behind unassertive behaviours
- Methods to confidently say no to coworkers and bosses
- Guidelines for successful handling conflict and criticism

### What the Course Offers

- Fully online - all content, activities, assessments and support services available 24/7 from any computer or smartphone
- Downloadable, printable one-page Learning Summary available upon completion
- Certificate of attainment emailed upon completion

### Cost

- \$49 (incl. GST) p.p. for 1-9 participants
- Contact us for discounted prices for 10 or more participants

