

ASSERTIVENESS

Be confident, stand up for yourself and win respect

◆ ABOUT THE COURSE

Assertiveness is an essential workplace skill. It allows ideas and points of view to be presented clearly and with confidence. Many though find it difficult to speak up, share their ideas or challenge others.

In this session, we will show you how to perfect the important skill of assertiveness. Everyone will leave knowing how to make themselves heard effectively.

◆ SESSION AGENDA

- 01 Understanding Assertiveness**
Explore what assertiveness is and how it differs from passive and aggressive behaviour.
- 02 Communicating with Confidence**
Learn how to express your views clearly, respectfully and with confidence.
- 03 Handling Challenging Situations**
Develop practical ways to stay assertive when facing disagreement, pressure or resistance.
- 04 Projecting Confidence**
Understand how body language and non-verbal communication influence the way your message is received.
- 05 Building Assertive Habits**
Strengthen the mindset and confidence needed to be consistently assertive in everyday situations.

◆ INTERACTIVE EXERCISES

Assertiveness Styles

Identify characteristics of aggressive, submissive and assertive behaviour.

Assertive Response Practice

Apply the 3-step verbal framework to real workplace scenarios.

Communication Techniques

Practise using common assertive communication techniques including 'I' Statements.

Mind Training

Use a mind training technique to prepare for a situation where you need to be more assertive.

◆ LEARNING OUTCOMES

- ◆ Learn how to communicate thoughts, ideas and needs clearly and confidently.
- ◆ Build skills to handle conflict effectively while preserving positive relationships.
- ◆ Develop communication skills to address a range of challenging scenarios.

FACILITATED SESSION

This is a facilitated, discussion-led workshop rather than a lecture. Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.