

ASSERTIVE COMMUNICATIONS

A 2.5-hour practical learning nugget for up to 15 participants

Can be delivered face to face or virtually on Zoom or via your own company platform

This interactive, practical and engaging learning nugget will help build participant's skills in confidently asserting themselves at work. They will explore their own value at work and how this impacts their ability to be assertive, what language to use and how to act to come across more assertively and how to say no in a way that maintains strong working relationships with colleagues.



WELCOME AND INTRODUCTIONS

Includes assertiveness – what it is and why it matters; outcomes and agenda



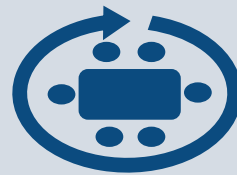
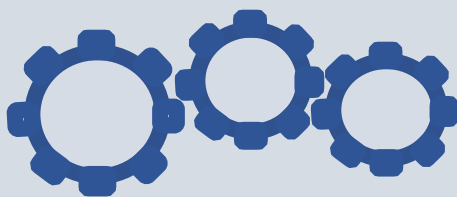
KNOW YOUR VALUE

Being confident in the value you bring to an organisation is essential if you are to develop assertiveness skills;



ASSERTION CHALLENGES

Participants practise their assertion through a number of defined challenges – these can be based on their own assertiveness scenarios



KEY SKILLS OF ASSERTION

The key skills you need to develop an assertive mindset, including confidence of your value; use of language (including body language) and saying no with respect to both you and them



ASSERTIVE LANGUAGE AND SAYING 'NO'

Use of language: verbal, vocal and visual, in assertion; how to say no while respecting both theirs and your needs and maintaining good relationships at work



ACTION PLANS AND INTEGRATION

The session is summarised and actions are planned and shared across the group