

ASSERTIVE COMMUNICATION

This **interactive, practical and engaging** session will help build participant's skills in **confidently asserting** themselves at work. They will learn the **difference between assertion, non-assertion and aggression**, how to **use confident language** to effectively to assert themselves in everyday life and **how to say no** with confidence and respect.

A one-day interactive session for up to 12 participants

Timings: 9:30am-5pm

Participants will leave knowing better the **value they add** at work and with **increased confidence** in their own ability to assertively and positively communicate with their colleagues at work.

LEARNING OUTCOMES

By the end of the day participants will:

- Know what assertiveness is and how it impacts their performance at work
- Be aware of the key things that prevent assertive behaviour and how to overcome them
- Understand the skills of assertive behaviour and how to use assertive language
- Know how to say 'no' more confidently

PRE-WORK

Before attending the session, participants are asked to:

- Reflect on situations where they wish to be more assertive at work
- Consider when they have lacked assertion and the reasons why
- Complete a self-assessment on their strengths and weaknesses in assertive communication

SESSION ONE (am)

WELCOME AND INTRODUCTIONS –exploration of the benefits to them, their team and the business in developing assertiveness skills

ASSERTIVENESS DEFINED – the balance of rights v responsibilities in assertive behaviour. Assertiveness is defined.

REASONS ASSERTION CAN BE A CHALLENGE – what stops us being assertive? Reflection activity looks at pre-work. Reprogramming thoughts for improved assertion.

KEYS TO DEVELOPING AN ASSERTIVE MINDSET – intro to five keys of assertive behaviour

SESSION TWO (am)

KNOW YOUR VALUE – appreciating the value one adds to their role has a big impact on assertion confidence. Individual activity followed by a group activity helps participants recognise their value in the organisation.

ASSERTIVE LANGUAGE - Introduction to the strength of language when being assertive. Ensuring clear messages by maintaining assertive body language.

SESSION THREE (pm)

EMPATHY AND ASSERTIVE BEHAVIOUR - Recognising your own rights while being mindful of your responsibility to others. Standing in their shoes – a perceptual positioning exercise with participants reviewing their own scenarios. Avoiding bullying behaviours – the balance of assertion and aggression. Group discussions.

SAYING 'NO' WITH RESPECT TO BOTH YOU AND THEM - inevitably there are times you will need to say no and it's important you can do this in a way that is respectful of the other person and yourself. Knowing your own limits and being able to communicate those limits to others.

SESSION FOUR (pm)

CONSTRUCTIVE EXPRESSION – constructively communicating what's on your mind. Participants are challenged to create constructive messages in a group activity. Review of pre-work scenarios and developing constructive messages for each.

PREPARING TO BE ASSERTIVE – some situations require preparation, such as when giving feedback. Group discussions and activity to prepare.

PRACTICAL CHALLENGES – a series of challenges encourage participants to put their learning into practice.

ACTION PLANNING AND USING THE NEW SKILLS – summary, actions are planned and shared

POST-WORK – Participants are encouraged to share their action plan with their manager, practise moments of assertion with their peers; watch a recommended video clip to help enhance skills and continue learning.