

# How to Become More Assertive

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## Description of Course

Being assertive is the ability to express yourself with confidence without having to resort to passive, aggressive or manipulative behaviour. By developing assertiveness and becoming aware of our own strengths and weaknesses, we can modify our behaviour to become more effective in social and business interactions.

This course shows participants how to become more assertive and build self-confidence, which in-turn will help them to achieve greater work effectiveness and productivity, whilst putting them in control of their daily activities and making them more able to overcome stressful work and life situations.

## Course Objectives

By the end of this course delegates will be able to:

- Explain the meaning of assertiveness and what it means for us and those around us
- Appreciate that everyone has rights as an individual and how to stand by those rights.
- Take a positive approach in communicating more effectively
- Improve their self-esteem
- Appreciate which words to use to get the most out of interactions with others
- Follow a process for approaching situations in an assertive manner

## Aimed at:

All people who wish to improve their interaction with others

## Duration of Course

1 day

# Course Outline

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**What is Assertiveness?** - A series of activities demonstrating what assertiveness means and, perhaps more importantly, what it means to the participants.

**My Assertiveness Goals** – An opportunity for the participants to review what they want to achieve by the end of the session.

**How Assertiveness Works** – A look at human reactions and the reasoning behind them culminating in an activity that looks at the participants own observations in relation to assertive behaviour.

**My Assertive Rights** – A review of the rights we have as individuals followed by a commitment to the rights by the participants.

**Taking a Positive Approach** – Looking at the key methodology including:

- **Giving and Receiving Compliments:**  
A review of typical responses to compliments and their negative consequences, followed by an opportunity to develop new, positive responses.
- **Improving Self-Esteem:**  
An in-depth review of each individual's positive aspects.
- **New Challenges:**  
A set of challenges to take participants out of their comfort-zone and into the realm of possibilities.
- **Effective Communication:**  
A look at what constitutes effective communication with some modeling of behaviours.

**Approaching Assertiveness** – A look at the four cornerstones of being assertive with a chance to practice these behaviours.

**The Words you Use** – Understanding the key areas of effective communication. Covering the areas of: Disclosing your feelings, Being clear, Being persistent, Empathizing and Working towards a wise outcome.