

The Assertive Professional

Assertive professionals can stand their ground and express their opinions confidently while respecting the needs and views of others.

WHO SHOULD ATTEND

Anyone who wishes to be more assertive and build better working relationships.

SUMMARY

Assertive people can:

- confidently express their views and ideas
- defend their point of view while respecting others
- stay calm and in control of their emotions
- say "no" when appropriate, with confidence

Assertiveness is good for you and it's good for your organisation too. Assertive people are able to bring their best ideas to work. If they spot something going wrong, they've got the confidence to ask questions. They are curious about and respectful of others. All this builds great working relationships and fosters creativity and productivity at work.

Assertiveness isn't something you're born with, you've got to learn the skills and practice them.

This course will help you explore:

- Your own rights and responsibilities
- Why people are aggressive or submissive
- How not to take others' behaviour so personally
- Barriers and helpers in being assertive

WHAT YOU'LL LEARN

How to:

- make the best possible first impressions
- make requests assertively
- say "no" with confidence
- give feedback assertively
- turn "can't" into "will"
- raise your self-esteem by discovering your personal power
- be assertive with new people and in new situations
- understand your own and quickly assess others' behavioural motivations
- control your own and others' emotional states
- calm your nagging inner voice
- calm yourself instantly in any situation
- use verbal and non-verbal techniques to influence others
- "read" people more effectively to get the most out of your relationships with them
- speak assertively in meetings
- make your points clearly and calmly so people listen
- 'work a room' at business and social events