

## Courses and instructors to develop your potential.

Live online or face to face.

### Being Assertive

People who are assertive thrive in the workplace, especially if the situations are ambiguous.

They are able to stand up for themselves in a way that doesn't hurt other people's feelings.

They are very transparent in their dealings with their colleagues and are clear and honest in their communication.

This 3 hour workshop looks at the 4 different behaviour types and how to assertively manage your way through them.

The workshop allows an opportunity to develop some practical tools for learning to say no, become more confident to speak up and be aware of your own limitations

### What will I learn?

#### LESSON 1

To enable participants to define assertiveness and identify its main characteristics.

#### LESSON 2

To build an understanding of the importance of assertive behaviour on ourselves and others.

#### LESSON 3

### Key features

- ✓ Face to face or Live Online
- ✓ Fully certified trainer
- ✓ Get key skills and practical knowledge
- ✓ This course is available for groups and 1-2-1 live online
- ✓ Course materials included
- ✓ Recognised course certificate

### Interested?

- ✉ Email us: [team@go.courses](mailto:team@go.courses)

To encourage participants to reflect upon their current levels of assertiveness and practice techniques to enable them to improve their assertive behaviour in the workplace.

#### **LESSON 4**

To encourage participants to realise the frequency of negative thoughts and the impact of their 'inner dialogue'.

#### **LESSON 5**

To help participants develop guidelines for dealing assertively with aggressive behaviour.

#### **LESSON 6**

To give participants greater confidence in making and refusing requests.