

Assertiveness Skills

Aims

By the end of this course, participants will

- Understand how to distinguish assertive behaviour
- Be aware of the situations in which they find it difficult to be assertive
- Know how to be assertive when making and dealing with requests
- Have ways of dealing with aggressive people
- Have their own action plans for developing greater assertiveness over time



Course outline

Session 1	Introduction to the course and one another Assertiveness and rights What is assertive behaviour? How assertive am I in different situations? – Self-assessments
Session 2	Developing assertiveness: the links between behaviour, thinking, emotions and beliefs
Session 3	Assertiveness tools and techniques – practising assertiveness in real situations
Session 4	Planning how to develop our assertiveness skills over time Course review