



Assertive Behaviour Programme

The aim of this course is:

To improve assertive behaviour in the workplace.

Outline programme

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

- Describe what is meant by 'assertive behaviour'
- Identify the differences between assertive, submissive and aggressive behaviours
- Describe the benefits of behaving in a more assertive way
- Make use of effective techniques for behaving more assertively when dealing with others
- Learn more about preferred behaviours and the impact that ego states can have
- Describe useful strategies for dealing with difficult situations

Other information

Suitable for: All employees

Course duration: Half day/one day

New Directions Certificate issued

