

Becoming assertive

The **aim** of this one-day course is to help participants to become more assertive and thereby increase their confidence enabling them to become a more effective member of the team.

Learning outcomes

- Participants will be able to assess their own level of self-esteem, confidence and assertiveness.
- Explain the different types of behaviour: aggressive, passive, manipulative and Assertive.
- Describe how verbal and non-verbal communication can impact on our interactions with others.
- Understand how people may be different and how this may influence how we relate to others.
- Identify situations where they may personally find it difficult to be assertive and strategies for dealing with these.
- Use various communication skills and assertiveness techniques.

This course can be redesigned and tailored to meet your specific requirements.

To request further information or to discuss your requirements please [contact sylvia@beechestraining.co.uk](mailto:sylvia@beechestraining.co.uk)