

# Assertive

## Communication for Women – Follow-up

### Course Outline

This follow-up course is designed for women who want to express themselves more clearly, openly and confidently in their professional relationships. We believe that Assertiveness Skills are vital for women who want to do a good job, who want to achieve their goals and who want to receive genuine respect from anyone they work with, including colleagues, managers, customers and suppliers.

The original, introductory course from H2 helps attendees to analyse their current behaviour patterns and situations where assertiveness skills would be most beneficial, and to develop their confidence and self-esteem to become more assertive communicators. This follow-up course is offered to *anyone who has attended the introductory course*, and who wants to learn and to practice some more practical assertive techniques to help them to effectively handle just about any situation that comes along - without appearing either too pushy, or becoming a push-over.

### KEY AIMS

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1. To enable delegates to further develop their confidence and skills to communicate effectively in a wide range of situations
2. To focus on key issues and challenges relating to assertive communication for women, such as: learning to say “no”; dealing with ‘difficult’ relationships and situations, dealing with aggression and conflict, and negotiating for win/win solutions.
3. To introduce powerful and flexible tools and techniques for communicating effectively, whatever the participants’ previous experience or circumstances
4. To facilitate the development of strategies for improving delegates’ ongoing personal development
5. To cover essential topics in a relatively short time, whilst ensuring an immediate impact

### KEY BENEFITS

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#### Participants will:

- Make more effective contributions to meetings
- Develop and maintain an effective working partnership with their manager
- Give feedback more constructively and effectively
- Deal more confidently and professionally with conflict and anger
- Achieve better outcomes from their negotiations with colleagues, customers and suppliers

#### The organisation will:

- Improve internal communication
- Have more effective team players
- Have more confident and competent negotiators
- Experience the benefits of more positive working relationships
- Minimise the effects of workplace stress

## OUTLINE PROGRAMME

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- **Recap: benefits and features of assertive communication** – Reflecting on learning from the first course, sharing experiences and consolidating understanding of the subject.
- **Asserting yourself in meetings** – Developing techniques for contributing effectively to meetings, even when others are being difficult or unhelpful.
- **You and your manager** – Developing a positive, productive relationship with your manager, based on open assertive two-way communication.
- **Constructive feedback** - Learning how to give constructive feedback in a way that will encourage acceptance and positive action.
- **Assertive negotiation** – Identifying an effective negotiation process, and how to utilise assertive communication at the different stages to achieve a win/win outcome.
- **Dealing with anger and conflict** – Learning how to deal with conflict assertively, even when others are responding angrily or behaving aggressively towards you.
- **Skills into practice** – Practicing the skills and receiving useful feedback to help with ongoing learning and development.
- **Personal Development Planning** - Identifying continuing personal development needs and extending learning into the workplace through a detailed action plan.

## FEEDBACK

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- “An excellent course. It helped to increase my confidence to go and deal effectively with lots of day-to-day situations that I would have avoided in the past.”
- “Thank you for helping me to understand why I have found certain situations and people difficult to deal with. I now have a number of specific ideas that I am looking forward to putting into action as soon as I get back to work!”
- “A very useful and eye-opening course. I wish I had learnt about assertive communication before now. I was always afraid of looking aggressive, because I didn’t really know what assertiveness involved.”
- “This was a very practical and supportive course. Everyone was really encouraging of each other and it was easy to contribute and to think about my own issues in such a small group. I will be recommending it to my female colleagues!”

## COST

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We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for this special follow-up course are: £200 + VAT per delegate

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

## **CONTACT**

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