

Assertive Communication for Women

Course Outline

In order to achieve maximum potential, individuals need to develop an ability to communicate clearly and effectively. This requires a high level of self-awareness and sensitivity to the impact of their behaviour on others - as well as an ability to respond confidently and professionally in a range of situations, including those that are difficult or stressful.

This course will enable delegates to develop specific communication techniques which will be invaluable in a wide range of workplace situations. It will cover the three main categories of behaviour within the assertiveness model: passive, aggressive and assertive and will give the opportunity to develop skills in dealing confidently and professionally with colleagues, suppliers and customers. The course will use self-analysis tools and practical examples, and will explore how you can become more assertive from a female perspective.

It is particularly recommended for women who would like to fulfil their potential at work, and/or would like to improve their confidence to deal more effectively within a range of different situations at work.

KEY AIMS

1. To enable delegates to develop 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: developing and maintaining self-esteem, working with 'difficult' colleagues/customers/suppliers, dealing with aggression and conflict.
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

Participants will:

- Increase their self-awareness
- Deal more confidently and professionally with conflict and anger
- Make, refuse and accept requests more effectively
- Handle inter-personal issues more confidently and effectively
- Give and receive feedback more effectively

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
- Decrease workplace stress

OUTLINE PROGRAMME

- **Self-esteem and confidence** – Learning how to develop and maintain self-esteem and understanding the importance of these in underpinning assertive communication for women.
- **Body language** - Examining the non-verbal aspects of assertive communication and learning to project a positive image.
- **Identifying rights and responsibilities** – Examining the rights and responsibilities of self and others within the context of assertive communication; considering how rights can be asserted sensitively and appropriately.
- **Recognising behaviour styles** - Identifying different behaviour characteristics in self and others, and how it affects one's own confidence and performance.
- **Dealing with aggressive behaviour** – Learning how to behave assertively, even when others are behaving aggressively.
- **Request making and refusing** - Identifying ways of being polite but clear and direct in the process of making and refusing requests.
- **Dealing assertively with criticism** - Learning how to give and receive criticism in an effective manner.
- **Inter-personal issues** - How to take a calm and assertive approach in dealing with a range of inter-personal issues in the workplace.
- **Personal Development Planning** - Identifying continuing personal development needs and extending learning into the workplace through a detailed action plan.

FEEDBACK

- “The trainer helped lots with confidence, which is a lot of my problem. Also gave me various options and ways of handling difficult situations.”
- “I found it really helpful to be able to talk through issues personal to me and it was nice to be able to talk through my fears without worrying about what a group might think of me.”
- “Thanks very much for the training I found it really useful (and I promise to let you know how the difficult meeting goes)”
- “It was especially useful that the session drew from my own experiences – it provided practical solutions and wasn't too theoretical”

COST

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 1-day open courses from H2 are as follows:

- Per delegate: £295 + VAT
- 2 or more delegates: £255 + VAT each
- Public Sector: £255 + VAT
- Registered Charities and self-funding individuals: £230 + VAT

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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