



C H A N G E M A T T E R S

HOW TO BE MORE ASSERTIVE AT WORK

AIM

Many organisations employ people who are very competent and experienced in their field but often have difficulty in dealing with other people. These difficulties might include presenting their ideas or point of view, dealing with conflict, or having influence over others. In many cases the reasons for such problems is a lack of assertiveness. Such a problem if it is allowed to continue will inevitably reduce the person's effectiveness within their role. The aim of this intensive workshop is to provide a "safe" environment, where participants have an opportunity to explore their existing approach and provide both the confidence and the skills to be more assertive in a work situation.

PARTICIPANTS

This programme was developed for a multi-disciplinary group of senior managers in the NHS who felt that their potential was being limited by their lack of assertion.

CONTENT

- The Benefits of Assertive Behaviour
- The Difference between Assertion, Aggression, and Passive Behaviour
- Exploring Your Own Level of Assertion and Identifying the Barriers
- Developing Your Self-Confidence and Self Esteem
- Understanding and Applying Different Techniques of Assertion
- Coping with Aggression and Put Downs
- Giving and Receiving Criticism and Praise
- Disagreeing Openly
- Making Complaints
- Coping with Conflict
- Being Assertive in Meetings