

Workshop title: Assertiveness

- Aim:** To enable the organisations and individuals to be seen as handling people and situations constructively and positively
- Designed for:** For anyone whose involves dealing with critical situations and other people in a sensitive and helpful way
- Objectives:** During the workshop, participants will
- appreciate how and why people view the world differently and so respond differently
 - learn how to communicate honestly and directly for better relationships
 - build up skills to handle situations and people more constructively for a positive outcome
- Method:** This workshop will be participative, using practical examples and exercises to help everyone relate the learning to themselves
- Content:**
- Realising possibilities**
- * The potential within to learn new skills with integrity
 - * Skills, character and learnt behaviour
- Difficult situations**
- * An opportunity to look individually at situations in terms of:
 - why they are difficult
 - how they have been handled in the past
 - the results for all concerned
 - * Why people find it difficult to be assertive
- Perception**
- * The key to how and why people see things differently
 - * Our view of ourselves and others
 - * How this affects our attitudes and reactions
- Key skills of assertiveness**
- * Recognise and clarify verbal responses and reactions
 - * Regain and hold your ground
 - * Be specific, expressing your feeling appropriately and showing empathy
 - * Field responses and stick to agreed solutions