Assertiveness at work

Overview

This event provides staff with the key principles of assertive behaviour and encourages staff to become more aware of the impact of their behaviour, as well as understanding how to remain assertive in their day to day work environment.

This one day workshop will be practical and you will be expected to take part in exercises and group activities.

Learning Outcomes

By the end of the event, you will be able to:

- Understand the key principles of assertive behaviour
- Identify your own level of assertive behaviour
- Practice the key skills needed to encourage assertive discussions
- Identify the effect your actions and emotions can have on your own and others behaviour
- Use practical strategies to deal with difficult behaviour and remain assertive.