

## Assertiveness Skills Training

### Assertiveness Overview

Assertive people are confident and have high self-esteem. They are happy to express their own views and appreciate the views of others. Assertive people strive to make decisions based upon a 'win-win' outcome and usually achieve their own desired outcome.

Assertive people can accept factual based criticism and control their reactions. Where necessary, they feel confident saying "no" to people and can provide alternatives to resolve discrepancies. Staff of all levels can attend this assertiveness training course; Administrators, Consultants, Accounts Personnel, Managers and Directors.

### Who Should Attend?

- People lacking confidence and self-esteem.
- Aggressive people that don't listen or take in to consideration the views of others.
- Passive people that do not express their views and are easily influenced or bullied.
- People that want to take control of difficult situations and lead them forward.

### Learning Outcome

- Identify your strengths and weaknesses
- Understanding behaviours; Aggressive, passive (submissive), passive-aggressive and assertive
- Feel confident when making requests and presenting information constructively
- Progress conversations to win-win solutions
- Saying "no" to people without sounding abrupt
- Avoid outbursts of anger, reduce stress and anxiety
- The confidence to disagree with people and present alternatives constructively
- Leaving grievances at work and not taking them home
- Techniques to handle criticism positively and control reactions

### Training Formats Available

#### Option 1 - Bespoke In-house Training (Suitable for Training Groups of Staff)

- Training can be delivered at your premises or a venue of your choice throughout the UK.
- Course content and length is tailored to suit the needs of your staff.
- We design tailored group practical's to recreate 'real life' scenarios faced by your staff.
- Bespoke Course Manual and Hamilton Mercer Certificate Awarded.

#### Option 2 - Public Workshops Training (Suitable for Training Individuals)

- Course Length: 1 day (9.30am - 5pm).
- Price: £275+vat per delegate.
- Course Manual and Hamilton Mercer Certificate Awarded.
- Lunch and Refreshments Provided.
- Maximum of 5 delegates per course to ensure plenty of personal coaching is given.

#### Hamilton Mercer Training Ltd

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## Assertiveness Skills Training

### Course Topics - Tailored to the needs of your staff

#### Assertive Behaviours

- Understanding behaviours; Aggressive, passive (submissive), passive-aggressive and assertive
- Identifying your strengths and weaknesses
- Replacing negativity with a positive attitude
- Controlling your reactions
- Direct approach Vs Non-Direct approach
- Managing and influencing people's behaviours
- How not to take criticism personal
- Anticipating people's behaviours and preparing appropriate responses
- Avoid stress by understanding why people become stressed

#### Assertive Techniques

- Saying "no" to people with confidence
- Using factual information when expressing views and opinions
- Tackling misunderstandings and contradictions
- Confronting people who won't listen to you
- Making decisions in your own time
- Disagreeing with people constructively and seeking alternatives
- Presenting the consequences of people's behaviours
- Handling criticism positively and controlling your own reactions
- Avoid outbursts of anger, reduce stress and anxiety
- Confronting passive-aggressive people
- Building rapport, questioning and listening skills
- Voice inflection, expressive tone and professional language
- Positive and negative phrases

#### Testimonials

"I have learnt how to ask the correct questions and assertiveness skills. The trainer was fantastic and very helpful."

**Russell Investments**

"I've learnt how I come across to the end listener. The trainer was fantastic, learnt lots from him; he was able to show me the other side of me which was difficult to see."

**Credit Controller, Corona Energy**

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