

Assertiveness

Management styles of either assertive or submissive behaviour have a major impact on a manager's overall effectiveness with consequent results for her/his department and the business in general. This programme distinguishes between different behaviours and delegates are enabled to develop their management styles through role play and practical guidance to be implemented back in the workplace.

Who should attend?

Staff who are responsible for managing and leading others and who wish to improve their performance by developing a more positive and confident style.

Course Objectives

Delegates will be able to:

- Specify the benefits of using assertive behaviour appropriately
- Differentiate between aggressive and assertive behaviour
- Understand the importance of body language
- Develop a more assertive style of behaviour

Course Details

Duration: 1 Day

Time: 9.00 am to 4.30 pm


Location: Mtt, Bedford (Open Course)
or on Company Site


Course Content

- Individual rights and responsibilities
- Submission, Aggression and Assertion
- Recognising assertive and non-assertive behaviour
- Non verbal communication and behaviour
- Specific practical assertion techniques
- Role play scenarios
- Planning for increased personal assertiveness

Course Cost

Standard Course Fees Apply

 Accredited Centre,
OCR Approved Assessment Centre

and  SEMTA Awards Ltd Approved Assessment Centre

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