

---

## Assertiveness and Impact

Do you wish you were more confident and decisive? Whether interacting with colleagues or managing a team, being assertive helps you to get positive results.

### Overview

This one-day workshop gives participants an opportunity to acquire and practise some of the skills necessary for interacting in an assertive manner and to learn how and when to apply them.

### Who is it for?

Anyone who is required to influence the thoughts and behaviours of others.

### Workshop objectives

By the end of this workshop you will be able to:

- Describe the difference between aggressive, submissive and assertive behaviour
- Identify different assertiveness techniques and how and when to use them
- Describe transactional analysis theory and recognise this in communications transactions.

### Course topics

- Behaviour styles
- Understanding me
- Self esteem
- Communicating assertively
- Transactional analysis
- Saying no!
- Giving feedback.