

ASSERTIVENESS

Workshop Aim

The main aim of the workshop is to enable participants to develop confidence and skills in dealing with others. Specific objectives will depend on the needs of each participant but these will include:

- Building confidence in dealing with others
- Understanding your patterns of interaction with others and your needs
- Using assertiveness techniques such as:
 - Dealing with criticism
 - Giving and receiving praise
 - Saying no
 - Expressing your needs clearly
 - Dealing with conflict
 - Reframing
 - Using body language effectively
- Setting clear and achievable goals in:
 - Relationships
 - Work areas
 - Own beliefs and feelings
 - Health

The workshop is two days and a maximum of six participants. Tutor ratio is one tutor to three participants.

The workshop is intensive and participants should be prepared to be open and able to explore different techniques. The whole focus is on positive encouragement and the tutors will be supportive not critical.

The activities will focus on practice of new behaviours and techniques through coaching and role plays.

Workshop Flow and Topics

Introduction

- Setting clear goals
- Relationships: Inclusion, Control and Affection
- Patterns of Behaviour and feelings
- Contracts and Change
- Resistance
- As IF

Assertiveness Philosophy

- Responsibility, Clarity, Choice, Confidence, Respect

Assertiveness Techniques

- Self-expression - Making demands
- The Three part Message
- Dealing with criticism
- Dealing with Aggression and Put-downs
- Saying No
- Dealing with Submissive people
- Giving and receiving Praise
- The Emotional Coach
- Strengths and Self-Liking Presentations
- Resourceful Self-image
- Reframing
- Building Self-confidence
- Dealing with Problems

Assertiveness and Body Language

- Centering and Groundedness
- Space and Boundaries

Influencing Skills and Conflict Handling

- Key techniques for Influencing
- Conflict styles
- Negotiating Skills

Putting It into Practice

- New Behaviours and Contracting
- Gains, Gifts and Gratitude