

Assertiveness at Work

The aims of the course are to help staff learn how to act more assertively in a variety of work settings, and with both colleagues and customers.

By the end of the course participants will be able to

- recognise the key distinctions between passivity, aggression, manipulateness and assertiveness
- identify the kinds of belief that can help or hinder assertive behaviour
- be aware of the situations that can trigger passive or aggressive responses in themselves
- use assertive behaviour when making and refusing requests, disagreeing, responding to criticism or praise, and giving bad news
- handle nonassertive behaviour from others
- contribute assertively in team situations and projects.