

ASSERTIVENESS

BUILD ASSERTIVENESS AND SELF CONFIDENCE

Assertiveness, "the ability to express your feelings and assert your rights whilst respecting the feelings and rights of others". As with most things in life, defining something is a lot easier than doing it! For some people assertiveness comes completely naturally, but for the rest of us it's a useful skill that has to be learnt.

Who is this course for?

This workshop aims to provide you with the necessary skills and competencies to apply effective assertive behaviour confidently, and at the appropriate time. Upon completion of this workshop you will be able to demonstrate the principle of assertive behaviour and how to employ its use within the workplace and other contexts.

Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

What if I can't fit it in?

The Business Solutions @ Northbrook team understand how hectic life can be sometimes; its for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at Northbrook College (A company costing will be provided once your training needs are finalised).

What do I gain on completion?

Upon completion of this workshop you will receive a Northbrook College Certificate of Attendance, easy to follow handouts, and enough knowledge to proceed and progress onto other workshops and IT courses. Oh, and don't worry - there are no examinations or assessments on this course!

What are the specific details?

- > **Duration**
One day (09.30-16.30)
- > **Dates Available**
For the latest workshop dates please check out our website or call our Customer Services team who will be happy to help.
- > **Venue**
Will be confirmed upon booking (if advance notice is required, please call our Customer Services team)
- > **Cost**
£138 per person, per workshop*
* Group rates may apply

For further information, enrolment, or to arrange a free visit from one of our Business Training Advisers to discuss eligibility and options open to you and your staff, please contact the Business Solutions @ Northbrook team via one of the methods at the top right of this page.

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What will I learn on this course?

This workshop will cover:

- > What is Assertiveness?
- > Adopting an assertive behaviour
- > Developing an action plan
- > Discussion groups and role-play exercises