

## Assertiveness



This blended programme encourages participants to apply assertiveness techniques to their own scenarios, providing both practice and confidence in being more assertive in their everyday lives

### Overview

When we are put under pressure, for example, by having unreasonable demands placed on us, our natural reaction in response to the hormones rushing through our bodies, is either to get ready to fight or to run away, often referred to as the fight-flight syndrome. Neither of these is an acceptable behaviour in today's workplace, or indeed at home, so these natural tendencies have been replaced by what we term aggressive and submissive behaviours.

Over time, as we develop coping strategies for dealing with stressful situations. We learn that if receiving an unreasonable request, getting angry or moody causes the other person to back off and leave us alone. Alternatively, if we simply say yes, they also go away. However, neither approach works in the long term. In the former situation, we risk conflict with the possibility of damaging relationships, while in the latter case we, we end up with a piece of work we didn't want and the possibility of lasting resentment towards the person who gave it to us.

Assertiveness, on the other hand, is all about standing up for your rights whilst allowing others to do the same. It is a way of letting others know your feelings and requirements without offending the other person, allowing you to preserve relationships and avoiding resentment. However, while fight-flight behaviours are a natural, unconscious response to stressful situations, by contrast, assertiveness is a conscious, learned response. Hence the need for training.

This programme looks at ways in which we can become more assertive in our everyday lives. It includes a pre-workshop assignment asking you to identify and reflect on situations you find challenging, and a highly participative one-day workshop, working with your own examples, that provides both the tools for and practice in becoming more assertive.



# South East Training

## Aims

The aims of the programme are to provide participants with the knowledge, skills and confidence to apply assertiveness techniques whenever faced with situations that otherwise might lead to conflict, damaged relationships or resentment.

## Learning Objectives

On completion of this programme, you will be able to:

- Define assertiveness
- Contrast assertiveness with other, less helpful behaviours
- Explain the barriers to assertive behaviour and how they might be overcome
- Describe a variety of assertive techniques
- Explain the correlations between self-esteem and self-confidence and how to build and maintain both
- Demonstrate assertive behaviour in real life situations.

## Pre-Workshop Assignment Content

- Identify challenging situations
- Describe a personal example

## Workshop Content:

- What is assertiveness?
- Recognising non-assertive behaviours
- The barriers to being assertive
- Recognising your rights
- Assertiveness techniques
- The use of assertive language
- Self-esteem and self-confidence
- Skills practice
- Action planning

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Website: [www.southeasttraining.uk](http://www.southeasttraining.uk) Email: [enquiry@southeasttraining.uk](mailto:enquiry@southeasttraining.uk) Tel: 01273 555567