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## **Becoming More Assertive**

### **A one day programme**

We explain what assertiveness is in relation to non-assertion and aggression; we also go on to show the bad effects of non-assertion and aggression on both the individual and the organisation. We then give advice on how one might become more assertive and how to deal with non-assertive behaviour and aggression.

We further show how, having mastered assertiveness, you can encourage others to be more assertive within the organisation leading to a more positive approach by all employees. This not only benefits the organisation but also is a significant benefit to the well being of the individual.

### **The key elements of assertive behaviour**

It is likely that in your work you will face a number of tricky situations from time to time. For instance, have you ever experienced any of the following - Being faced with unreasonable requests from your boss. - Feeling angry about the lack of co-operation you are getting from another department. - Conveying a decision, you know your team are not going to like. - You want to disagree with a senior manager's viewpoint. - You need to handle an irate customer without losing valuable business or making promises that are difficult to keep. We call these situations 'tricky' because they often make you feel uncomfortable, anxious, angry or frustrated and they can sometimes lead to open conflict. In this training programme, we focus on the behaviour you can use when handling various situations. We show you how to handle these tricky situations more effectively by becoming more assertive, but not aggressive. We cover various states of behaviour - assertion, non-assertion and aggression. We show how people can become more assertive and how they can handle aggression in others, the objective being to prevent or resolve conflict.

### **The programme enables participants to:**

- Understand the meaning of assertiveness, non-assertiveness and aggression.
- Become more assertive and to stand up for their rights.
- Be aware of the legitimate right of others.
- Understand the positive effects of being assertive.
- Learn to handle non-assertion and aggression.
- Build a model for resolving conflict.

### **Learning outcomes**

Understanding the importance of being assertive is a step towards being more in control of your life. Each person will understand the benefits and be able to become more assertive and the benefits this brings to their own and their colleagues working relationships. The organisation will benefit because managers will not have as many conflicts to resolve, as they will occur less often and when they do, people will resolve their own conflicts more often.

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## **Programme Agenda**

### **Assertion, non-assertion and aggression**

What do we mean by assertion?  
What do we mean by non-assertion?  
What do we mean by aggression?  
Aggressive behaviour  
A word about rights

### **The effects of aggression**

The effects of aggression on you  
Effects of aggression on others  
Effects of aggression on organisations  
Why be more assertive?  
The positive results of being assertive

### **Handling aggression and non-assertiveness**

Coping with everyday put downs  
Handling non-assertiveness from others  
Regaining control; of your feelings  
Behaving assertively in the face of non-assertion

### **The typical delegates are:**

All people who need to improve their assertiveness. Also for those people who are looking for ways to improve their effectiveness in supporting others.

### **The effects of non-assertiveness**

Effects on you of non-assertion  
Effects of non-assertion on others  
Effects on organisations

### **Becoming more assertive**

Making requests  
Refusing requests  
Dealing with persistence  
Disagreeing and stating your views.  
Giving praise

### **Resolving conflict**

Needs that are complimentary  
Needs that conflict  
Ways of handling conflict  
Guidelines for resolving conflict  
Identifying needs  
Reacting to suggestions  
Developing a suggestion