



## DEVELOP ASSERTIVENES SKILLS

### INTRODUCTION

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Would you like to feel more assertive and confident in the workplace?

Perhaps you would like to develop self confidence in your team/managers?

Would your team operate more effectively if communication was clear?

Is reducing conflict, stress and procrastination within the workplace a priority for you and your team?

### DESCRIPTION

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Self-confidence is an attitude which allows individuals to have positive yet realistic views of themselves and their situations. Self-confident people trust their own abilities, have a general sense of control in their lives, and believe that, within reason, they will be able to do what they wish, plan, and expect.

Combined with an assertive approach, you ask for what you want clearly and openly and explain rationally why you want it- all without trying to use inappropriate emotional leverage. By negotiating rationally with the other person, you show respect for your working relationship and ensure that you make a fair contribution to the decision making process.

Confident and assertive communication is “grownup” communication. Without clear and open communication, your boss, co-workers and team will not know what you want or expect. You will therefore not be able to be helped to achieve your goals.

### OBJECTIVES

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- Increased productivity through more effective communication
- Increased confidence in handling difficult behaviour in others
- Reduced interruptions at work
- Gain more time for creative and development opportunities
- Manage time more effectively and enjoy greater self-esteem
- Improve decision making and reduce procrastination
- Manage colleagues and friends effectively
- Enjoy a more balanced lifestyle
- Increase work effectiveness and productivity
- Feel more in control of daily activities
- Reduce stress levels