

## Assertiveness

**Practical information:** Number of participants: Between 5 and 10  
Duration: 1 day (09:00 – 17:00)  
Price per person @ Valesta office: €750

### Course Overview

Assertiveness is the quality of being self-assured and confident without being aggressive and is an important skill to possess in today's world. It is an effective communication style that is respectful of others yet clear and firm in intent. Assertive communication means standing up for yourself but doing so in such a way that respects your own rights and feelings, and does not trespass on the rights or feelings of others.

This one day course highlights that assertiveness is often correlated with good self-esteem and confidence and therefore is a very valuable skill to develop in any workplace. Upon completion, the participant will feel confident in using an assertive style of communication, with a deeper understanding of assertive language, tone and communication strategy and theory.

### By attending this course you will gain:

- ✓ Insight in your own personal communication style
- ✓ Skills to enhance your own style through suitable techniques
- ✓ Strategies that allow you to become more assertive and confident, resulting in having a more positive impact on others

### Course Content

The course content is founded in theoretical models such as DESC approach and the participant will utilise this content to define their own strategy for assertive communication.

The topics covered during this course include:

- Understanding how you wish to collaborate with others
- Developing a convincing style of assertiveness
- Evolving from standard communication to powerful messages
- Trusting the equation theory - David Maister
- Understanding your personal visions and limits
- Expressing your opinions and ideas assertively
- Discovering principles that strengthen your relationships with others

This course is practical in nature and active participation is essential. The course will highlight experiences from fellow attendees, resulting in practical insights that can be put into practice in the workplace. This practical approach helps participants achieve the best results in the different scenarios they may encounter in the future.

**For more information or to reserve a seat on this training course please contact us today!  
*We are flexible! Should you require training to be carried out in-house, we would be happy to discuss your needs and come up with a suitable solution for you.***