



NDK Changing, Training, Speaking

ASSERTIVENESS AND ACTIVE COMMUNICATION

This course is designed for anyone who would like to be able to communicate more assertively. It includes strategies by which individuals can apply certain techniques in order to achieve more effective and productive interactions with others.

Aims –

- To define what is meant by 'assertive behaviour'
- To establish ways of behaving in a more assertive manner in order to achieve even better results

Objectives -

- To identify and recognise assertive, passive and aggressive behaviour in self and in others
- To recognise the benefits of having behavioural choices
- To establish personal winning strategies to build confidence
- To recognise and make effective use of body language in communication
- To confidently manage the giving and receiving of criticism
- To enhance inner confidence and consider new techniques for developing personal power through the use of assertive communication tools

Content –

- Choosing your response to the situation
- Handling criticism and sarcasm
- How to effectively communicate your point of view – DESC Model
- Handling non-assertive behaviour in others
- The 'stuck record' technique
- 'Straight Talking' video

Workshop ethos and comfort factors ☺

- The session will start and finish on time with the appropriate comfort breaks.
- Delegates should wear comfortable casual attire.
- All delegates should come prepared to take part in the activities and be assured that their contribution will be valued.
- Refreshments will be provided.

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