

Personal Effectiveness

Assertive behaviour gains better results for the individual and the organisation and this programme helps delegates to develop a plan to change their behaviour where necessary.

Suitable for:

All staff

Objectives:

- Appreciate the importance of assertiveness
- Understand different behaviour types
- Implement a plan for personal improvements

Programme:

- Behavioural styles
- Assertiveness and life positions
- Dealing with the negative
- Understanding and dealing with aggression
- Belief driven behaviour
- Four cornerstones of assertiveness
- Using assertive language
- Building confidence and self esteem
- Giving and receiving criticism effectively
- Questioning skills
- Active listening
- Role play scenarios
- Personal action planning

Duration:

One day