

COURSE FACT SHEET:

Assert Yourself

How to communicate effectively

Every working day an employee is likely to have hundreds of interactions with other people

When people find themselves in pressurised situations, it is natural to react aggressively or to back down and say nothing. Either way, this is likely to result in a negative outcome. To ensure that each exchange an employee may have is positive and productive, everyone needs the confidence and skills to communicate clearly and effectively.

Assert Yourself is an engaging, interactive learning experience that helps people develop the skills needed to have a positive influence on their colleagues and customers. By completing the Assert Yourself training, employees will be confident in expressing themselves in a direct and coherent manner that is also respectful of others.

How this course will benefit your organisation

Encouraging your key staff to undertake this training will help their self-esteem. Your organisation will benefit from increased morale and performance levels through improved productivity, performance and staff retention levels from having a happier, less stressful working environment.



Produced by Skill Boosters:



Assert Yourself has been developed by our leading in-house expert, Paul White. Paul has over 20 years' experience designing and producing training and learning material both at the BBC and Skill Boosters.

“ I have just completed the Assert Yourself online course and thought it was really very good. For the amount of information, advice, ideas and examples given, it is excellent value and I would definitely recommend it to anyone considering similar training. There were loads of useful video and audio clips illustrating good and bad ways to handle different situations and the course is partially interactive which keeps it interesting and varied. It also gives suggested further reading and ways to continue to develop and monitor progress after the course. ”

Peter Hornsby
E-Learning Manager
Qinetiq

Key learning outcomes

'Assert Yourself: How to communicate effectively' will enable your staff to have a better understanding of:

- The disadvantages of aggressive and passive behaviour
- The benefits of assertiveness
- The way in which you make your point is just as important as what you say
- How to disagree without being disagreeable
- The 'six steps' to assertiveness
- Respect for others
- How to become an active team member
- Giving and receiving feedback



AY-CFS-0807

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Course details

Overview

Via a choice of CD-ROM or e-learning formats, this course covers a comprehensive range of modules to develop assertive, but not aggressive behaviour. Aimed at employees of all levels, it has been developed to suit anybody in your organisation including: foundation level employees, HR managers, diversity specialists, trainers and advisers, senior managers/executives and operational managers/executives.

Course Content

This course helps to increase employee morale and develop employee potential through learning assertive behaviours. The course content and structure will ensure that your staff gain the knowledge and skills necessary to work successfully as part of a team.

Course Outline

Say what you want

- What is assertiveness? • The importance of assertiveness
- Deciding to be assertive

Communication behaviours

- Passive • 'Loud' aggressive • 'Quiet' aggressive
- Identifying your tendency

Laying the foundations

- Self-esteem • Positive image • Relationships • How to be assertive

Building up assertiveness

- Asking what you want • Saying 'no' • Feedback • Dealing with non-assertion • Development and learning

Assessment quiz

What sets Skill Boosters apart?

- Our courses consist of credible and best-practice learning content developed in partnership with leading subject-matter experts
- We can blend subject matter and delivery methods in a unique way
- Our training solutions can be tailored to suit the needs of your staff and organisation
- We create innovative learning technologies to deliver inspiring and accessible training solutions
- Our background and expertise in television, multimedia and education enables us to create rich media-based training solutions which engage learners throughout their learning journey
- We offer a no-obligation 'try before you buy' service

“ We purchased several copies of Skill Boosters' resources - all of which have proved to be an invaluable part of our diverse training strategy. The mix of realistic drama clips and analyses from various HR and expert contributors ensure the content is highly-credible. The outcome is that our staff are asking for more titles! It's a very cost-effective method of training and I would have no hesitation in recommending Skill Boosters to others. ”

Shari Khan
Change & Development Manager
Fenland District Council

Delivery formats available

CD-ROM and Intranet.

Duration

120mins approx.

Please contact us for pricing options, special offers or to discuss a tailored model.



Organisations that have already invested in and reaped the benefits of this course: KODAK THE ENVIRONMENT AGENCY LONDON SOUTH LEARNING SKILLS COUNCIL HILLINGDON HOSPITAL DEPARTMENT OF TRADE AND INDUSTRY BARCLAYS GREATER MANCHESTER LEARNING AND SKILLS COUNCIL SCOTTISH PRISON SERVICE COLLEGE NORWICH UNION HM L AVON COSMETICS BRITANNIC ASSET MANAGEMENT LTD THE CHESHAM BUILDING SOCIETY UNIVERSITY OF BIRMINGHAM NORTH WEST WALES NHS TRUST BIRMINGHAM CITY COUNCIL AUSTRALIAN HIGH COMMISSION LANCASTER UNIVERSITY PRICE WATER HOUSE COOPER ISLE OF MAN GOVERNMENT MICHELIN TYRES BIRMINGHAM SOCIAL SERVICES GWYNED