



## INTERPERSONAL SKILLS

# *Fair's fair*

### **Assertiveness in action**

Do you find yourself saying 'Yes' when you really mean to say 'No'? Or do you get the impression people think you're rather too direct? This course will teach you to avoid both extremes and to build constructive working relationships through assertiveness – a form of behaviour that demonstrates your self-respect and your respect for others.

### **Who is the workshop for?**

Anyone who finds it hard to express their views and ideas clearly, particularly in the face of opposition, can benefit from practical guidelines on thinking and acting assertively.

### **What can I learn?**

- Find out how you really see yourself in relation to others.
- Learn to think assertively about yourself and others.
- Discover how to use assertive words, tone and body language.
- Identify situations where you find it hard to be assertive and develop strategies for dealing with them.
- Recognise aggressive and submissive behaviour in others and encourage them to act assertively.
- Learn how to handle manipulation.
- Pick up practical tips on how to write assertively.

### **What can I expect?**

Participants complete an assertiveness profile before the course to assess how they see themselves in relation to others. Small-group activities and role-plays promote interaction and a chance to develop assertive behaviour in a non-threatening, supportive environment.