

## Assertiveness

45-minute webinar

**If you're assertive you can portray a strong, confident image and put your views across while still taking other people's opinions into account.**

If you're not assertive, especially if you become passive aggressive or aggressive, you can cause misunderstandings, frustration and even a breakdown in relationships at work.

This session will help you build confidence to be more assertive more of the time. And how to disagree without being disagreeable!

### Learning objectives

- Recognise the differences between assertive, aggressive and passive behaviour
- Understand the impact your behaviour has on people
- Make assertive requests – and follow up effectively
- Say 'no', where appropriate
- Be more assertive in meetings
- Give negative feedback – without giving offence

### Format

Designed as a highly interactive 45-minute webinar for groups of 6 to 8, or 60 minutes for groups of up to 12, or 90 minutes for groups of up to 20.

### Webinar overview

- 1 Assertiveness defined**
  - What it is
  - What it isn't
  - The assertiveness spectrum
  - The benefits of being assertive
- 2 One-to-one assertiveness**
  - Understanding differences in behaviour
  - Assertive language
  - Making assertive requests
  - The 3As model
- 3 Assertiveness in meetings**
  - Do's...
  - ...and don'ts
- 4 Actions and next steps**
  - Review
  - Personal action planning
  - Next steps
- 5 Close**