

Assertive communication

A 90-minute virtual workshop

An assertive person believes that other people have the right to ask, while they have the right to refuse. If it's a work request it may not always be possible to refuse point blank but you still have the right to state problems and have these discussed and resolved.

If you sometimes lack the confidence to speak out, stand your ground when making a request, or say 'no', this workshop will help you address this. It will give you a safe environment in which to practise saying no.

Learning objectives

By the end of the workshop, you will be able to:

- Understand the differing characteristics of passive, aggressive, and assertive behaviours
- Identify your challenges in different situations at work and how you could be more assertive
- Express yourself with greater confidence
- Apply a flexible, assertive approach to building and maintaining relationships at work

Audience

This workshop should be of benefit to anyone who lacks the confidence to speak out, stand their ground when making a request, or to say 'no'.

Format

A practical 90-minute virtual workshop for a group of up to 12 people.

The expert trainer

[Amanda Dudman](#) is an extremely popular trainer, facilitator, coach and consultant with an in-depth understanding of what it means to work in the public and VCSE sectors.

Session overview

- 1 Welcome, introduction and objectives**
- 2 What are your challenges you would like to address?** (chat share)
- 3 What's the difference?**
 - Defining assertive, passive and aggressive behaviours and how they impact on others
 - Quick self-assessment – an online poll
- 4 Assertiveness techniques**
 - Saying 'no'
 - Making an assertive request with confidence and compassion
 - Break-out activity – exploring the two techniques and how you might apply them to your challenge
- 5 Building bravery**
 - Finding courage
 - Making it stick
 - Some help from the trainer and building a call-to-action word cloud of assertive statements
- 6 Action planning**