



in equilibrium

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In-house training course details

Assertive Communication at Work

Overview

Assertive communication is essential for effective performance and well-being in the workplace. Activities such as giving and receiving feedback, performance management, and building relationships with internal and external customers are crucial to ensure both professional and personal success.

Assertive communication can be fundamental to improving people's ability to work together, negotiate and achieve workable compromises in a straightforward manner. It enables individuals to communicate clearly and confidently, reducing conflict and creating a culture of open communication.

This course will introduce a range of practical skills and useful techniques which will enable participants to communicate assertively in the workplace, enhancing performance from an individual, team and organisational perspective. It will help identify and assist individuals to apply assertive techniques appropriate for the working environment.

Purpose:

- To appreciate the impact that assertive communication has on performance and provide a tool-kit of solutions to enhance assertiveness in the workplace.
- To increase awareness of current communication style and approaches.
- To emphasise the benefit of assertive communication in reducing stress and improving performance from an individual, team and organisational perspective.

Benefits of an Assertive Workplace

- Increased confidence and more effective decision making
- Improved influencing skills
- Increased personal, team and organisational performance
- Enhanced customer satisfaction through clear and confident communication
- Problems solved through co-operation and negotiation
- Workplace challenges are solved more effectively and tensions that inhibit peak performance are minimised
- Individuals are empowered to develop, identify and deliver the best solutions
- Assertive behaviour can reduce stress and increase well-being
- Communication becomes clearer and more concise, which reduces misunderstandings and clarifies expectations both with colleagues and customers

Course Content

- The benefits of assertive communication
- The importance of professional confidence and assertiveness in the workplace
- How our belief systems influence our communication
- Individual communication styles
- The link between non-assertive behaviour and confidence
- Understanding and meeting the needs of others
- Analysis of individual strengths and weaknesses in communicating assertively
- Distinguish between assertive, aggressive and passive behaviour
- Assertion through verbal and non-verbal communication
- Identification of individual strategies to improve communication
- How to negotiate and reach a workable compromise
- How to improve communication with internal and external customers

Previous participants have reported:

- Improved understanding of their own communication style and it's impact in the workplace
- An increased awareness of the impact of self on others
- An understanding of how personal experiences and beliefs influence how we communicate
- Having the ability to identify a number of strategies and approaches to communicate assertively in the workplace
- Improved communication with internal and external customers

Course Details

Duration: 1 day
Optimum No. of Participants: 12

Further details
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