

Target Audience

Care and Support staff in a variety of settings and Housing Support Teams who are providing direct care and support or customer facing roles.

This course aims to develop learner confidence and assertiveness by providing them with key communication skills that will improve their own assertive behaviour, as well as identify and utilise the tools required to solve problems in a non-aggressive or confrontational way.

During the session, learners will have the opportunity to practice assertiveness techniques in a controlled and supportive environment, as well as learn from their own and other people's experiences.

Learners will also explore the psychological theory behind assertiveness, to build their understanding of the barriers to assertiveness, confidence and self-esteem so that they can work towards overcoming them.

This course is delivered using a range of methods and resources including:

- ◆ Face to Face tutor facilitation, questionnaires, scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ Assertiveness – The Art of communicating what you want

Course Content

- ◆ What holds us back from being assertive
- ◆ The principles of assertiveness
- ◆ Recognising passive, aggressive, indirect and assertive styles
- ◆ How to behave assertively
- ◆ Reducing tension
- ◆ Saying 'no'
- ◆ Disagreeing positively
- ◆ Praise and criticism
- ◆ Clear communication
- ◆ Improving self esteem
- ◆ Body language and personal presentation
- ◆ Making requests
- ◆ Dealing with overload
- ◆ The essence of assertiveness
- ◆ Knowing your rights
- ◆ How to prepare
- ◆ Making your choices

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Describe why we can be unassertive and the importance of assertiveness
- ◆ Recognise and improve on own communication styles by looking at the principles of assertiveness and the main styles of assertive communication
- ◆ Give an overview of how being positive can improve self-esteem
- ◆ Use key verbal and body language communication skills to be more assertive in the workplace
- ◆ Say 'no' assertively, disagree in a positive way, and diffuse tension when it is required
- ◆ Describe how to make yourself heard through clear communication

Duration: 6 Hours