

ASSERTIVENESS AND INFLUENCING

LOCATION	DURATION	No. of DELEGATES	COST per person
On-site	2 days	4 - 15	£500.00

This course will enable individuals to determine whether, under pressure, they tend to aggression or passivity and will give them the ability to choose effective behavioural responses whatever their mental and emotional state

OUTLINE

A large part of individual effectiveness is the extent to which an individual believes, and has confidence, in him/herself and how they manifest this in their behaviour.

Assertiveness is the way in which you go about getting what you want without affecting other people, or yourself, in a harmful way. Influencing is the way in which you work effectively with others, using your personal style to best advantage with their personal style.

If you are able to be assertive with others and to influence them in constructive ways you will be able to achieve results beyond anything you could achieve on your own. Many people are unable to do this, ignorant to a very large degree of the impact they are having on others, and unwilling to spend the time and energy learning how to be assertive and influence others to better effect.

AIM

To understand assertiveness and influencing and how to reflect this in behaviour.

OBJECTIVES

- To understand assertion, non-assertion and aggression.
- To analyse how these are reflected in behaviour.
- To examine how this behaviour affects others.
- To become highly-aware of personal style.
- To develop the ability to influence others in better ways by changing behaviour.

OUTCOMES

- The ability to stop some unconscious, unconstructive aspects of your behaviour immediately.
- A decision about how to behave more effectively and then to act on this decision.
- An understanding of the effect of your behaviour on others and how to alter this for better results.
- Ability to moderate your style with different people in different situations to be more effective.