

learning  
equals  
development

# EQV Course Outline



■ Assertiveness

■ 1 Day

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## Assertiveness (1 Day)

### Business Benefit

How managers come across to staff and how staff come across to customers can have a big impact on business results. Our behaviour in the workplace can impact on sales, productivity, staff retention, absenteeism and managing change. The skills of assertiveness can unlock the true potential of an organisation.

### Who Should Attend?

Those who need to act in a more assertive manner.

### Learning Objectives

*By the end of this course  
you will be able to...*

- Understand what Assertiveness is
- Understand other Behaviour Styles
- Demonstrate the skills of Assertiveness

### Course Content

- What is assertiveness?
- Rights and responsibilities in Assertiveness
- Assertion and you
- Behaviour styles
- Non-Assertive Behaviour
- Aggressive Behaviour
- Assertive Behaviour
- The "Risks" of Confrontation
- Degrees of Confrontation Risk
- Constructive Conflict
- Making and refusing Requests
- Giving and Receiving Praise and Compliments
- Changing a Negative Self Image
- Positive Statements
- A Checklist for Speaking Up

2011  
Jul 08  
Aug 09  
Sep 08  
Oct 10  
Nov 09  
Dec 06

2012  
Jan 10  
Feb 08  
Mar 08  
Apr 11  
May 10  
Jun 13  
Jul 10  
Aug 10  
Sep 06  
Oct 26  
Nov 26

### You may also be interested in

Communication Skills

### Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

## The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

## The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

## Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

## What Delegates Say about this course

*"As a new manager I feel much more confident about being assertive within my role, invaluable course"*

*"Really good, good pace, very understandable. Took time to see everyone"*

*"Good fun and worthwhile"*

