



## **Building better relationships through assertiveness**

This workshop presents an overview of best-practice in getting results through good relationships. It will help you gain an understanding of what assertiveness is and is not, and how assertive behaviour can help build strong relationships and achieve win/win results. It will also show you how to develop a practical framework for assertive conversation backed up by appropriate non verbal communication.

### Course duration

Typically 1 day

### Who should attend?

Tailored to suit participants from managerial and non-managerial roles

### Course Content

- identifying assertive, passive and aggressive communication
- examining how the choices of our behaviour have long and short-term effects
- understanding the power of non-verbal communication and tone of voice
- introduction and practise of a framework for assertive conversations
- saying 'no' effectively
- dealing with difficult situations and people including handling criticism and conflict
- action planning

### Pre-requisites

None

### Course style

Highly participative using small group discussions, exercises and case studies. There will be no role play.

### Objectives

As a result of attending this workshop, you will:

- understand the difference between assertive, aggressive and passive behaviour and how they impact on relationships and results
- gain greater awareness of your own and other's behaviour and the effect on relationships
- learn the assertiveness framework and how to use it
- build rapport through developing your questioning and listening skills
- choose effective body language and tone to complement and support your message
- build your confidence and competence to deal with difficult situations
- learn to say 'no' without jeopardising relationships or results
- identify strategies for handling criticism and dealing with conflict in a constructive way
- work towards win/win outcomes

**To book your place please contact the Business Development team**

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**This workshop can be tailored to meet your organisation's requirements.**