

DEVELOP ASSERTIVENESS SKILLS FOR WORK AND LIFE-ONLINE COURSE SYNOPSIS

AIM

People are social beings, continually requiring and seeking to communicate in the workplace and in their personal lives. Assertive behaviour rests upon a foundation of respect for oneself and others, and understanding your fundamental rights, and expressing those rights in ways that do not violate the rights of others.

Assertiveness entails open and honest communication and feeling comfortable doing so. It is a means of taking responsibility for the situation and providing the other person with the opportunity to understand your perspective and know where they stand in a given situation. This provides the opportunity to modify or change their behaviour to ensure the good will and integrity of the relationship. The course aims to:

- To broaden your assertive repertoire by providing greater response choices, resulting in increased self-confidence.
- Improve both verbal and non-verbal communication skills to increase professional and personal effectiveness.
- Recognise your personal rights and that of others and take greater responsibility for situation outcomes.

COURSE CONTENT

- Understanding assertive behaviour
- Your personal rights that empower behaviour to attain fulfilment
- Developing assertiveness — your personal rights
- Myths that get in the way of assertive behaviour
- Developing assertiveness — your personal needs
- Response styles: aggressive, assertive, and passive behaviour, the swing to the opposite style
- Being an authentic self
- Preparing for an assertive interaction
 - Self-talk — the dialogue that is repeated in our mind
 - A positive attitude
 - Centring oneself
- Skills for assertive behaviour
- How to be more assertive
- Barriers that prevent you from being assertive
- Benefits of assertive behaviour
- Action plan to implement assertive behaviour

LEARNING OUTCOMES	<p>On completion of the program, you will be able to:</p> <ul style="list-style-type: none"> • Develop assertiveness skills to express your needs, feelings, and ideas that is respectful to both yourself and the other party • Identify your personal rights for assertive behaviour, and myths that get in the way of assertive behaviour • Identify your personal needs for assertive behaviour • Discriminate between response styles: aggressive, assertive, and passive behaviour • Develop an authentic self • Prepare for an assertive interaction through self-talk, positive attitude, and centring oneself • Apply skills for assertive behaviour • Identify barriers that prevent you from being assertive • Design an action plan to implement assertive behaviour
DURATION	Self-Paced
PROGRAM DELIVERY	<p>The online course consists of the theory with a range of interactive activities:</p> <ul style="list-style-type: none"> • Workplace application • Reflective activities • Questionnaires • Viewing video clips with reflections of your learning • Mindfulness activity to centre yourself • Develop a vision board • Case studies • Design an action plan