

# Assertiveness for Managers (One Day)

Delivered by Brian

## Introduction

Being assertive is a core communication skill for everyone but it is an essential skill for a manager of people. Being assertive means that you express yourself effectively and stand up for your point of view, while also respecting the rights and beliefs of others.

## Who Should Attend?

Operational and project managers, functional managers and executives. Those seeking to gain a basic level of understanding of how to become more assertive in the way you communicate with your staff and other managers

## Delivery Methods

This training is led by a highly experienced operational and project manager and trainer and is a workshop-based approach including class presentations, discussion groups, and group exercises.

## Course Content

- What is assertiveness?
- Self-assessment of personal assertive level
- Different styles of assertiveness
- Behavioural types and rules of assertiveness
- Body language and NLP basics
- Communicating in a positive manner
- Identifying difficult situations

## Outcomes

- Improved assertiveness skills
- Increased confidence in the ability to make decisions
- Developed techniques to enhance communications and effectiveness