

# Rhema Skills Development Courses

**Course Title:** Assertiveness Skills

**Duration:** One Day

## Course Objectives:

As a result of this course you will be able to:

- Understand the importance of assertiveness
- Identify your own assertiveness profile
- Use a range of skills to be assertive
- Identify situations in which to be assertive
- Use a balance of assertiveness and responsiveness skills to build positive working relationships with others

## Course Content:

- What does it mean to be assertive?
- Why is it important to be assertive?
- The effects of non assertive behaviours
- The use of assertive language
- Developing assertiveness skills
- Addressing different issues in an assertive way
- Identifying specific work situations in which assertive communication and behaviour is required
- Using assertiveness and responsiveness in a balanced way
- Planning to increase your personal assertiveness and confidence