

## **Assertive Training Programme**

In workplace or parent / patient interactions, self-doubt all too often takes the form of aggression or submission. Either reaction can result in perpetuating or expanding a potentially difficult situation. Both result in a diminishing of your ability to get your message across.

### **AIMS:**

- To explore what assertive behaviour is in the context of other behaviour.
- To consider the advantages to be gained from being assertive at work.
- To identify ways of becoming more assertive.
- To practice assertive skills.

Participants are encouraged to evolve strategies which are effective and workable within their own distinct environments.

### **OBJECTIVES:**

By the end of the programme participants will be able to:

- Define how assertiveness differs from aggressive or passive behaviour.
- Identify situations where assertive behaviour can achieve the most constructive results.
- Analyse strategies that can be used to cope with the aggressive or passive reaction of others.
- Create the correct environment to enable positive behaviour and attitudes to function.

This course can be adapted to either a one day input or run over several days.

**Bookings and further information about this and all the other training programmes offered by Interface Training Ltd. can be obtained from Maggie Murray Harris (Director), Interface Training Ltd. - Telephone: 0131 554 2892 (office) / 07711 703810 (mobile) or E-mail: [maggie@ukgo.com](mailto:maggie@ukgo.com)**