

# Assertiveness

Date: Wednesday 14 April 2010

Time: 9am - 12noon

Venue: TBA

Cost: £75

Tutor: Lucy Mallet

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## Course Description

The aim of being more assertive in the work place is not to 'win' in all situations but to be able to get a result in any situation that is best for the people concerned – therefore enabling a 'win-win' outcome. This means appreciating the role of assertiveness in building and maintaining relationships at work with a range of internal and external customers, especially during difficult and sensitive situations.

The course is designed to help delegates identify the different types of assertiveness including people who want to 'win' in all situations, the role assertiveness plays in different situations and how to be more assertive. It will cover tips and tactics increase delegates confidence, how to express opposition and stating your needs clearly and how to effectively deal with confrontation.

## Course Content

- Identifying different types of assertiveness
- Behaviour styles and communication including body language
- How to create a win-win situation
- Dealing with aggressive behaviour and managing conflict
- How to be assertive in relation to time management

Please contact Martine Ellis at the Guernsey College of Further Education on 737925 or email [martinee@gcfe.net](mailto:martinee@gcfe.net) to book your place.