

## ***Say and Get What You Want***

**Assertiveness skills for those who are serious about getting what they want.**

### **WORKSHOP INTRODUCTION:**

No human being wants to be or be seen to be a pushover or a doormat. Few human beings want to be known as the aggressive bully who railroads everyone into his or her way of doing and thinking. Being assertive means that, we act in line with our goals, our values, and a healthy self-image. Being assertive means that we, understand and adapt our natural style of behaviour and conflict handling. Being assertive also means that our actions are grounded in sound communication and assertiveness skills. Assertiveness impacts heavily on our personal effectiveness. It assists us to go out there and confidently make it happen.

### **WORKSHOP OBJECTIVES:**

Candidates who successfully complete this workshop will have added assertiveness to their life-skills toolboxes. By the end of the workshop, participants will:

- Understand what it means to be truly assertive
- Understand the impact of goal clarity on their behaviour
- Know the effect that the value driven life has on one's ability to be assertive
- Work towards a more positive self-image
- Understand social and conflict styles, and be able to adapt them
- Understand and practise communication skills
- Understand and practise assertiveness skills
- Have added supporting strategies to workplace relations

### **BENEFITS:**

Successful participants on this workshop will be able to state clearly how goals, values, self-image and understanding are foundational to our ability to be assertive. The participants will be equipped with an indispensable communication and assertiveness competence which can be further nurtured with workplace practise, to allow them effectively to get what they want for the future. There will be plenty of opportunity to develop, practice and receive feedback on these skills. Participants will find that the knowledge and skills they gain on this workshop will assist them outside the work environment as well as they meet the challenges of asserting themselves in their personal lives!

### **WHO SHOULD ATTEND?**

Managers, supervisors, managers and supervisors in training, frontline service staff.  
All staff should attend and especially those who are in positions where they have to behave assertively

In fact, anyone who is serious about furthering their personal growth and careers will benefit from this interesting, informative and practical workshop on managing change.

## **WORKSHOP METHODOLOGY:**

This workshop is interactive, allowing for active participation and sharing of experience during sessions. There will be several short lectures, followed by self-assessments, case studies, role plays, and/or group discussions.

## **TOPICS TO BE COVERED:**

### Part One – Assertiveness & the Individual

- 1.1 Understanding definitions Assertiveness
  - The meaning of assertive, passive and aggressive behaviour
  - Assessing where you own profile
  - Identifying the up and the downside of the three behaviour types
  - Basic Human Rights
  - Identifying key areas where assertiveness needs to be practised in your life
- 1.2 Knowing where you are going
  - The vision, visualisation and affirmations
  - Criteria for effective goal setting
  - Setting your life goals and assessing where you are at
  - The impact of goal clarity, or lack thereof, on assertive behaviour
- 1.3. The value in anchoring your values
  - What values are?
  - Assessing your own values
  - Understanding and dealing with differences in values
  - The impact of a value driven life on assertive behaviour
- 1.3. The Power of a Positive Self Image
  - What is self image and where does it come from?
  - The role of the sub-conscious
  - Assess your self image
  - Dealing with negative early messages
  - The role of self talk
  - Attitude and taking responsibility
  - Proactive and reactive behaviour
  - The effect of self image on assertive behaviour
  - Understanding Social Styles
  - Identifying your social style
  - Getting along with the four styles
  - Identifying your approach to those you need to handle assertively

### Part Two – Assertiveness in Action

- 2.1. Conflict Styles
  - Identifying your conflict style
  - Personal strategies for improvement
  - Communicating assertively during conflict

## 2.2. Communication Skills

- The benefits of open communication
- How you can send messages more effectively
- How you can receive messages more effectively
- Practising your listening skills
- Reading non-verbal cues
- Projecting a credible assertive body language
- Assertiveness Skills
- Assertiveness techniques
- Expressing feelings
- Expressing anger
- Receiving and giving criticism
- Receiving and giving compliments
- Saying 'No'
- Supporting Strategies for the Assertive Performer
- Tips for Managing your Boss and Your Colleagues assertively
- Building Key Relationships

### **CONTACT DETAILS:**

**John R Blacklaws**

*Chartered HR Practitioner &*

*Project Management Professional (PMP)*

t. (Bahrain Office) +973 3964 0895

t. (South Africa Office) +27 79 527 0095

p. PO Box 10865, Meerensee, 3901, South Africa

e. [info@tmlone.com](mailto:info@tmlone.com)

w. [www.tmlone.com](http://www.tmlone.com)