

# **Assertiveness Skills**

## **Briefing Document**

### **1. Who the Brief is for**

*All individuals seeking information about the course. This brief outlines the training module "Assertiveness Skills" and enables the reader to decide whether or not to participate in it.*

### **2. Background to the Product**

*This course has been developed to help individuals to communicate assertively in difficult situations and to be aware of their rights and responsibilities.*

### **3. Aim of the Product**

*To promote assertive communication, to help when dealing with awkward situations at work and in dealing with people on a daily basis. Assertive communication being the direct, honest, and appropriate expression of an individual's feelings and opinions*

### **4. Objectives**

*At the end of the course the individual will be able to:*

- *Define and illustrate the following:*
  - *Indirectly aggressive behaviour*
  - *Aggressive behaviour*
  - *Passive behaviour*
  - *Assertive behaviour*
- *State at least three, basic rights of the individual and their associated responsibilities*
- *Describe the skills involved in:*
  - *Making requests assertively*
  - *Refusing requests assertively*
  - *Self-disclosure*
  - *Giving and receiving criticism assertively*
  - *Giving and receiving praise assertively*
  - *Handling "Put-downs" assertively*
- *Define and illustrate the difference between thoughts and feelings*
- *Define how to deal with feelings in self and others assertively*
- *Define the relationship between self-esteem and assertive behaviour*
- *Develop a strategy for using assertive behaviour in a personal situation*

### **5. Target Audience**

*Anyone who would benefit from this training. This includes both Managers and staff.*

## **6. Prerequisites**

*There are no prerequisites to this course except to try to maintain an open mind.*

## **7. Content and Outline Timetable**

- ♦ *Introduction*
- ♦ *Types of Behaviour*
- ♦ *Making Requests*
- ♦ *Refusing Requests*
- ♦ *Skill Practice*
- ♦ *Management of Feelings*
- ♦ *Skill Practice*
- ♦ *Receiving Criticism*
- ♦ *Skill Practice*
- ♦ *Transactional Analysis and Assertiveness*
- ♦ *Self Esteem*
- ♦ *Skill Practice*
- ♦ *Giving Criticism*
- ♦ *Giving and Receiving Praise*
- ♦ *Skill Practice*
- ♦ *Action Planning*
- ♦ *Close*

## **8. Method of Delivery and Training**

*The course is tutor led, with the opportunity for individuals to practice the skills being learned and developed by using real situations.*

*The maximum number of delegates per course is 12.*

## **9. Related Training**

*Assertiveness Skills for Women (Same content as this course but for women only)*

## **10. Participants' roles and responsibilities**

- *To have discussed the objectives of them attending with their line manager*
- *To attend and be punctual*
- *To participate as fully as they are able*

## **11. Line Managers' roles and responsibilities**

- *Brief the individual participants and help them to decide on their objectives for attending the course*
- *To support the participant to allow for full attendance*

- *To discuss the participant's action plan on their return to work and enable this to happen*

## **12. Tutor's roles and responsibilities**

- *To be fully prepared and able to act as a role model for the course*
- *To be sensitive to the needs of the group and each individual*
- *To be able to support individuals throughout the event in an assertive manner*
- *To maximise the learning environment*
- *To be punctual and timely*

## **13. Charges**

*Charges will depend on:*

- ♦ *The length of the course*
- ♦ *The amount of tailoring required*
- ♦ *Any specific requirements*
- ♦ *Venue*

## **14. Further information**

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