

Assertiveness at Work

Aim

Do you often feel that you fail to get your opinions heard, or that people readily dismiss or undermine your views? Maybe you have a habit of handling situations aggressively or lack the confidence to speak up.

You might have felt unable to do anything about it at the time, but by learning how to be more assertive, you can stand up for yourself, and become a strong and confidence communicator.

In this workshop, we'll look at why assertiveness is important and explore some strategies that you can use to become more assertive to further both your confidence and influencing skills.

Learning Outcomes

At the end of the workshop participants will be able to:

- Identify what assertiveness is and how it can benefit you
 - Recognise four types of behaviour in relation to assertiveness and their components
 - Apply assertiveness strategies and techniques
 - Draw up a plan to develop your assertiveness skills
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Who Should Attend the Workshop:

All staff, line managers and supervisors.

Workshop Format

The format will be informal and participative – everyone has an important contribution to make to the discussions.

A typical workshop will cover:

- ❖ Management theory and research input from the trainer
- ❖ Learning from our shared experiences
- ❖ Small group work to discuss and share ideas

Zoom joining instructions will be sent as part of the meeting invitations unless the organisation prefers to use its own video conferencing facility.

Copies of the slides will be sent out after each workshop.



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Time	2.5 hours
Venue	Zoom or Teams **all participants need access to a laptop or PC
Availability	Up to 12 participants Maximum number of participants on each workshop is 12 people to enable everyone to fully take part; have their questions answered and to gain the maximum learning from the interactive workshops.
Fees	£995.00 plus vat (£83.00 plus vat per participant)

More Information:

For an informal chat about the workshop, please contact:

Tracy Madgwick:

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07899 665506

About the Trainer:

Tracy Madgwick has delivered management development, supervisory, team facilitation, interpersonal skills and HR training for line managers for a wide variety of organisations in the private, public and not for profit sector. She also advises organisations on how to manage challenging staffing situations as well as providing mentoring and coaching for other HR professionals.

For the last 10 years she has run her own HR Consultancy company and works with a small team of Associates.

Tracy is a fully qualified member of the CIPD (Chartered Institute of Personnel and Development) and licensed to deliver MBTI (Myers Briggs Type Indicator), DiSC and C-Me personality profiling tools.

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