Assertiveness at Work: Course Synopsis

Passive, aggressive, passive-aggressive or assertive? We all have preferred or habitual modes for dealing with the world around us. We may also have some insights into how our preferences interact with those we come into contact with. Assertiveness at Work examines this timeless fact of working in group and team structures, considers the benefits and downsides of the various forms of interaction, and allows you to begin to take control and ownership over your intended outcomes and results.

This course has been designed to help participants understand the different modes of interaction which exist, and the benefits of assertiveness. Assertiveness at Work encourages participants to adopt an assertive outlook on their contexts, and provides many opportunities to develop their assertiveness skills through role-plays and scenario-based activities. As we work through this course, we will focus particularly on the advantages of using assertive communication techniques within the workplace.

Upon successful completion of this course, participants will be able to:

- Describe and distinguish the four classic modes of interaction;
- Explain the beneficial uses (and the misuses) of the modes;
- Understand their preferred mode;
- Recognise the particular benefits of assertiveness;
- Explain how an individual's outlook will influence their ability to engage assertively; and
- Structure and express their assertiveness for maximum effect.

The target audience for this course is two-fold: it has been designed to meet the needs of graduates, and other high-potential employees who may be looking to maximise their contribution in communication and teamwork.

Course duration: 1 day

(may be scaled up to 2 days, through the inclusion of additional context-specific skills development activities)

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