

Assertiveness Skills

Who should attend this one day course

Anyone wishing to develop assertiveness skills which are essential elements in successful productive professional relationships

Introducing the Trainer

Faiers Training works exclusively with people who have an excellent reputation and proven track record in their field. The course tutor is an independent psychiatric (and general) nurse. He divides his working time between providing an in-house mental health service to the NHS patients of a large GP surgery and providing training and consultancy services to the care, support and health sectors.

Course Contents

- What is assertiveness?
- Why assertiveness skills are essential requirements in successful organisations.
- The principles of effective communication.
- The Bill of Assertive Human Rights.
- Understanding why it is OK for you to assert yourself.
- Verbal Assertiveness Skills.
- The crucial psychological concept of reactance. How we might be arguing without realising it. How to stop arguing.
- Practical assertiveness skills and feedback skills.
- Practising the skills.
- Pulling the skills together: working through typical scenarios.

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