

Essential Assertiveness Skills

Half Day Course

Rating: ★★★★★ 4.7/5



Introduction

Assertive people perform better. They have the confidence to move projects and tasks forward by making timely, logical decisions based on mutually beneficial outcomes.

Hamilton Mercer's Methodologies™ help people develop assertiveness skills that improve performance and relationships with colleagues and patients.

Learning Objectives

Upon completing this course learners will be able to:

- Communicate with confidence, clarity and certainty.
- Establish healthy boundaries and have the confidence to say no to requests.
- Persuade and influence others in a fair-minded way, to achieve 'win-win' outcomes.
- Apply the correct level of assertion when resolving discrepancies, managing conflict and dealing with manipulative people.
- Reveal the consequences of a person's unwanted/inappropriate actions in an - empathetic and non-threatening manner.

Audience

People of all experience levels and seniority who want to improve personal performance, well-being and work/life balance.

Return on Investment

Performance outcomes include:

- Enhanced personal reputation and perception of professionalism.
- Improved internal communications, relationships, and morale.
- Increased self-awareness, confidence and positivity.
- Greater objectivity when assessing performance and problem solving.
- More timely conversations due to taking the lead and remaining in control.



Course Content

Module 1: Assertive Mindset & Communication

Learning Outcomes

- Recognise the general philosophy of assertiveness and embrace your right to be assertive.
- Demonstrate certainty and build the trust of others.
- Establish relationships based on respect and trust.
- Communicate with confidence, clarity and influence.

Methodologies

- Introduction to Assertiveness
- Behaviours Overview
- Factors of Body Language & Voice
- Language Skills: Do's and Don'ts

Module 2: Negotiating Assertively

Learning Outcomes

- Know when to be helpful, when to say no to requests (with confidence and clarity) and when to compromise.
- Communicate persuasively while working toward 'win-win' outcomes.

Methodologies

- When to Compromise
- Making and Refusing Requests Assertively

How to Book

Book Online

<https://hamiltonmercer.co.uk/theportmanestateacademy/>

Email

r.mculty@hamiltonmercer.co.uk

Dates, Locations & Timings

The Portman Estate Office

40 Portman Square, London W1H 6LT

Wednesday 28th June 2023: 9.30am – 12.45pm

Wednesday 17th January 2024: 9.30am – 12.45pm

Hamilton Mercer's training sessions are

Friendly, Highly Engaging and Humorous.



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This course is part of the **Customer Service and Personal Development Academy** provided by Hamilton Mercer