

## Introduction to Assertiveness (0.5 day)

Many people feel uncomfortable telling others that they can't do something. They may feel obligated when a colleague asks a favour, or feel pressurized when someone senior to them needs something done. There are times when saying 'no' is a necessity, but in our experience, there is so much anxiety around the possible consequences of using it, that people don't say anything at all, or agree to things they'd rather not, or get landed with work that isn't theirs and so on.

By the end of the 3 hour workshop, delegates will be able to:

- Deal positively with challenge from others without feeling 'bad'
- Offer feedback and say 'no' in effective and positive manner

Outline Programme:

Pre-work: Questionnaire

- What is meant by the terms 'assertion' and 'non assertion'?
- Recognizing behavior in colleagues
- Assertive and unassertive patterns and how they can develop into habitual approaches (Kahler)
- The language of 'niceness' vs. 'assertiveness'
- Practical tips and tools session:
  - Making requests
  - Challenging and stating your own views
  - Giving and receiving praise and criticism
  - Giving feedback to others using challenge model
- Saying 'no' – when is it appropriate and how to say it

**4 guided learning hours**  
**4 CPD Points**

### **Zoom test**

Please make sure you are set up to run Zoom and to participate (via both camera and audio). Please [follow this link](#) to test your settings in advance.

**Participation is a requirement in order to receive a certificate of attendance.**

