



The You Space

Learning that's all about you!

Assertiveness Options

Outcomes
<p>Assertiveness is the key communication skill for being able to ask for what you want and need whilst respecting those around you.</p> <p>Assertiveness 101 is a brilliant start to bringing awareness and getting stuck into the skill of being assertive - it will provide a broad brushstroke, to introduce the concept of assertiveness, assertive behaviour and assertive communication.</p> <p>The session will allow team members to be more aware of how they behave and communicate in the workplace, and how to better manage client and colleague interactions by understanding the importance of direct, open, and respectful communication.</p> <p>The session will ask them to dig into their own experiences, with lots of discussion as well as plenty of self reflection time (depending on the time frame you have).</p> <p>At the end of the session participants will be able to:</p> <ul style="list-style-type: none">• Discuss the 3 basic types of behaviours – passive, aggressive and assertive - how to identify them and what motivates people to use these behaviours• Self assess on when and why team members use these behaviours• Facilitate and manage these behaviours in themselves and others• Discuss and use assertive communication tools such as:<ul style="list-style-type: none">◦ Positive language versus negative◦ I Statements◦ Assertive body language◦ Broken record technique◦ Fogging• Discuss and use The Acceptance Model• Discuss the role of respect, self-love, and tolerance in assertiveness
3 hour session
<p>The three hour session will cover all areas above - it will be a broad brushstroke, to introduce the theory of assertive behaviour and the importance and use of basic assertive communication techniques.</p> <p>The three hour session allows for some discussion and self reflection time.</p> <p>It's a great way to introduce the topic in a fun, safe, yet professional way</p>
4 hour session
<p>The four hour plus session is the 3 hour session plus an extension of time for more in-depth discussion and role play practice of Assertive communication techniques.</p>

1 Day Workshop

Includes all the above outcomes plus the following:

- Discuss and use the basic Communication Model
- Use open ended and closed questions appropriately
- Identify key communication barriers and develop strategies to overcome them
- Demonstrate a basic understanding and practice of using assertive communication to diffuse difficult situations
- Apply assertive communication to their individual challenges to push for more positive outcomes

2 Day Workshop

Includes all the above outcomes plus the following:

- Discuss and demonstrate the Four Steps Of Managing Biffo using assertive communication techniques
- Apply the Four Steps of Managing Biffo to individual scenarios
- Discuss and use the Four Perspective Quadrants to enable 4 different perspectives on any one scenario
- Discuss the role of respect, self-love, and tolerance in assertiveness

Each session is individually tailored for the client. Case Studies and Role Play scenarios will be developed in conjunction with the client to ensure learning is as relevant and focused as possible.

For more information on how you can develop a more assertive team, email us at info@theyouspace.com.au or visit the website www.theyouspace.com.au - looking forward to hearing from you!