



# Essential Assertiveness Skills: *Authentic, Honest and Open*

One 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.

## Benefits to You

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: Personal Rights, Self-Awareness & Resilience**

### **Learning Outcomes**

- Recognise the general philosophy of assertiveness and embrace your right to be assertive.
- Take ownership of thoughts, feelings and actions to reduce stress.
- Remain calm under pressure and make better decisions.

### **Methodologies**

- Introduction to Assertiveness
- Conditioning & Coping Techniques

## **Module 2: Assertive Communication: Verbal and Non-Verbal Techniques**

### **Learning Outcomes**

- Demonstrate certainty and build the trust of others.
- Establish relationships based on respect and trust.
- Communicate with confidence, clarity and influence.

### **Methodologies**

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

## **Module 3: Assertive Address: Feedback, Boundaries & Consequences**

### **Learning Outcomes**

- Select the correct levels of assertion.
- Respond appropriately to manipulative people (Passive-Aggressive / Covert Aggressive).
- Present the consequences of people's actions in a non-threatening manner.

### **Methodologies**

- Recognising and Managing Manipulative Behaviours
- Giving Constructive / Behavioural-Focused Feedback

## **Module 4: Assertive Negotiation: Structure, Persuasion & Outcomes**

### **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

## **Location**

MS Teams

## **How to Book**

Please Email – [CPD@ldh.nhs.uk](mailto:CPD@ldh.nhs.uk)  
(Places are Limited)

## **Date & Timings**

Wednesday 19<sup>th</sup> April 2023: 9.30am – 4.30pm

Tuesday 18<sup>th</sup> July 2023: 9.30am – 4.30pm

Thursday 19<sup>th</sup> October 2023: 9.30am – 4.30pm

Hamilton Mercer's training sessions are **Friendly, Humorous and High Paced with Plenty of Interaction.**

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This course is part of the **Personal Development Academy** provided by **Hamilton Mercer**, other courses are **Effective Time Management Skills, Effective Communication Skills & Effective Delegation Skills.**