

# Be Assertive in the Workplace

Would you like to be more authoritative and be able to influence others in a positive manner? Explore the differences between Assertive and Aggressive behaviours in the workplace and develop strategies for becoming more assertive. Build your toolkit of assertiveness techniques so that you are able to make requests and say 'no' where required. Use your non-verbal skills to remain assertive and at the same time maintain positive work relationships.

## Snapshot

Duration: 90 minute

## Learning Outcomes

- Identify communication styles and adapt for different audiences
- Apply principles of persuasion and influence to get to a "yes"
- Develop techniques for saying "no" and maintaining the relationship

## Course Outline

- Assertive Vs Aggressive
- Communication styles
- The 6 principles of persuasion
- Prepare and make requests
- Saying "No" graciously
- DESC Technique
- Nonverbal assertiveness
- Maintain work relationships