

## Introduction

Do people in your organisation have trouble saying “No”? Are they letting people walk all over them? Are they embarrassed by praise and / or crushed by criticism?

The Oxford English dictionary defines:

- assert - ‘to enforce a claim to rights’
- assert oneself - ‘to insist on one’s rights’.

Using these definitions, this assertiveness programme focuses on understanding, acknowledging and learning how to declare one’s rights. This involves participants realising what their own rights are and the rights of others in the workplace and in life.

## Aim

To allow participants to assert themselves, without feeling guilty. Increasing personal and team productivity, through clear communication.

## Benefits – to the individual

Individuals will leave the programme

- With a clear understanding why they have not asserted themselves.
- With a clear understanding of their assertive rights.
- Having reviewed techniques for being assertive.
- Having practised practical applications of being assertive in real life situations.
- Being able to handle any situation assertively.

## Benefits – to the organisation:

- Less conflict within the organisation
- Clearer communication
- More effective teams
- Increased responsibility sharing

## Who Should Attend

This programme will benefit anyone who feels they need to be more effective in saying “No”, making requests, expressing personal opinions, coping with praise and / or criticism effectively.

