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## **Assert Yourself with Confidence**

This program focuses on positive ways to move people to action. It examines human behavior and provides realistic methods of achieving desired results. It will show participants how to become assertive and offer them the opportunity to practice the learned techniques in a safe environment. The participants will leave the workshop feeling comfortable with this new skill.

### **Program Content:**

#### **Introduction**

- What is Assertiveness?
- Objectives

#### **Understanding Human Behaviour**

- Human Nature
- Recognizing Assertive, Aggressive and Passive Behaviours
- Comparison of Assertive, Aggressive and Passive Behaviours

#### **Communicating Assertively**

- Being an Assertive Communicator
- Choice of Words
- Importance of Tone
- Body Language that Reflects Assertive Behaviour
- Listening Skills to Enhance Assertiveness

#### **Barriers to Assertive Behaviour**

- Identifying Possible Barriers
- How to Overcome Barriers to Assertive Behaviour

#### **Becoming a More Assertive Individual**

- Characteristics of Assertive Behaviour
- Transforming Yourself into an Assertive Person