

## Assertiveness Awareness

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Our Assertiveness Awareness Course is all about communication and engaging with others in a respectful manner, ensuring that we are treated in the same way by others.

In this Assertiveness Awareness training course, learners will explore the difference between passive, aggressive, and assertive behaviour and will take part in a series of exercises to discover their default communication method. Through a range of activities led by our experienced trainers, learners will build the confidence to manage a variety of situations in their role.

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## Learning Outcomes

- Understand the meaning of assertive behaviour
- Recognise how conditioning affects us
- Understand yours and others' basic rights
- Learn how to read body language
- Learn to listen effectively
- Understand how to make and refuse a request
- Give and take criticism
- Give and receive praise
- Understand the meaning of passive behaviour and when it may be helpful
- Understand the meaning of aggressive behaviour and when it may be helpful

## Course Content

- **Module 1:** What is assertiveness?
- **Module 2:** Types of behaviour
- **Module 3:** Basic rights
- **Module 4:** Reading body language
- **Module 5:** Assertive language
- **Module 6:** Giving and receiving praise and criticism