



Consulting and Training | Reach New Heights

Course Name

Assertiveness at Work

Sector Name

Interpersonal Skills and Self Development

Document Type

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Assertiveness at Work

Course Introduction

Assertiveness is the capacity to communicate one's sentiments and declare one's privileges while regarding the emotions and privileges of others. It encourages us to turn out to be progressively more certain and better ready to deal with various, and now and then troublesome, circumstances.

It is a communication skill that empowers employees to be increasingly confident and build up the suitable relational abilities for taking care of individuals. We should know how to state the best thing at the opportune time - particularly when managing forceful or troublesome individuals. Confidence expands the opportunity of achievement in any human exchange.

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Assertiveness at Work

Target Audience

- ✓ Executive Secretaries
- ✓ Executive Personal Secretaries
- ✓ Personal Secretaries
- ✓ Executive Assistants
- ✓ Personal Assistants
- ✓ Office Managers
- ✓ Administration Managers
- ✓ Management Secretaries
- ✓ Senior Assistants

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Learning Objectives

- ✓ Gain a comprehensive understanding of what assertiveness is and how it can benefit a professional.
- ✓ Recognize and determine the differences of the four types of behaviour in relation to assertiveness and their components.
- ✓ Apply assertiveness strategies and techniques.
- ✓ Develop increased self-esteem and confidence when dealing with difficult situations
- ✓ Enhance communication and interpersonal skills
- ✓ Practice assertiveness skills at the workplace to improve team communication.
- ✓ Contribute a positive impact on the overall performance of the team and the organization

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Course Outline

✓ 01 Day One

What Assertiveness Is and Its Benefits

- ✓ Assertiveness definition
- ✓ Myths about assertiveness
- ✓ Your rights and responsibilities
- ✓ Situations in which to use assertiveness communication skills
- ✓ Assertiveness benefits
- ✓ Barriers to assertiveness

Behaviours and Communication Styles

- ✓ Self-assessment questionnaire
- ✓ Analysis and comparison of four types of behaviour: aggressive, passive-aggressive, passive and assertive
- ✓ The assertiveness continuum

Understanding assertive behaviour

- ✓ Defining assertiveness in the workplace
- ✓ Identify the link between assertiveness and work/life balance
- ✓ Identifying behaviours linked with assertiveness
- ✓ Introduction to assertiveness techniques to say no and make requests
- ✓ Activity - What is the Assertiveness Questionnaire

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Course Outline

✓ 02 Day Two

Recognise the Link Between Assertiveness, Confidence and Self-esteem

- ✓ Distinguishing between assertive, aggressive and passive behaviour
- ✓ Self-assessment of your style - the associated strengths and weaknesses
- ✓ Activity - Self Assessment of your assertiveness
- ✓ Recognising your own style and behaviours
- ✓ Techniques to build self-esteem and confidence

Assertiveness Strategies and Techniques

- ✓ Changing your thoughts and beliefs
- ✓ The 3 Cs of assertive communication
- ✓ Assertive communication steps
- ✓ Types of verbal assertions
- ✓ Non-verbal communication
- ✓ Words to avoid
- ✓ Making requests
- ✓ Handling criticism
- ✓ Saying 'no'
- ✓ Giving feedback (including constructive feedback and compliments)
- ✓ Disagreeing with someone

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Course Outline

✓ 03 Day Three

Handle Challenging Situations and People Confidently and Assertively

- ✓ Tackling barriers to assertiveness
- ✓ Confronting individual challenges that occur in the workplace
- ✓ Working proactively to prevent future challenges in the workplace
- ✓ Activity - Review of own work situations & plan to tackle them differently
- ✓ Giving and receiving constructive feedback

Assertiveness and body language

- ✓ Taking control through positive body language
- ✓ Responding appropriately to the body language of others in the workplace
- ✓ Using assertive and positive language – making your message clear
- ✓ Building rapport to maintain relationships

Planning Your Personal Strategy for Dealing with Assertive Behaviour

- ✓ Activity - Develop a personal application plan to increase your assertiveness, self-esteem, and self- confidence.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 5, 2026	Oct. 7, 2026	3 days	3250.00 \$	UAE , Dubai
May 10, 2027	May 12, 2027	3 days	3250.00 \$	UAE , Abu Dhabi
Nov. 29, 2026	Dec. 1, 2026	3 days	3250.00 \$	KSA , Riyadh
Jan. 11, 2027	Jan. 13, 2027	3 days	3250.00 \$	UAE , Dubai

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