

## Assertiveness and dealing with conflict

### Overview

Many of us say we would like to be more assertive, some of us because we feel we are too passive or submissive, and some of us who feel that we might be too aggressive. Assertiveness helps us to communicate far more effectively with people, thereby increasing our confidence and personal effectiveness. The aim of this short session is to look at what assertiveness means, especially in a range of conflict situations, and find strategies we can use in our work and home situations.

### Who is it for?

Well, anyone who feels that their current behaviours might be getting in the way of effective and clear communication!

### Outcomes

At the end of the session participants should be able to:

- Understand what assertiveness means
- Identify the main characteristics of assertive, aggressive and submissive behaviour
- Understand their current use of assertive behaviour and identify areas for improvement
- Understand how we deal with conflict and how this links to assertiveness
- Draw up some guidelines for making and refusing requests
- Describe and practice a number of assertiveness techniques

### Format

This is a six-hour session, and will involve small group and individual work. A lot of people feel very uncomfortable about role play – so be assured that unless you really want to, you won't be asked to do this!



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