



## **Course Syllabus**

### **Assertiveness Training**

The aim of this course is to raise awareness of how being assertive can help you to achieve your goals.

This course is aimed at all people who wish to become more assertive.

By the end of the session the candidate will be able to:

- Describe assertive behaviour
- Recognise the difference between assertiveness and bullying
- Demonstrate assertive behaviour through role play
- Identify opportunities and demonstrate your ability to use assertive language in your daily transactions
- Explain the benefits of assertive behaviour and language when used in the right context

A certificate of attendance will be awarded to all candidates who successfully complete this course.

### **Next Step?**

Contact our Learning & Development team at Aspen Wolf Ltd on 0191 581 1000 to discuss your specific training needs.