

ASSERTIVENESS SKILLS

(Non-Accredited)

Duration : Half Day

Delivery Method
Face-to-Face / Virtual / Blended



ASSERTIVENESS SKILLS

OVERVIEW

This practical workshop equips team leaders, supervisors, and employees with the skills to communicate more confidently, respectfully, and effectively in the workplace. Participants will learn the difference between passive, aggressive, and assertive behaviour, and how assertiveness can improve trust, motivation, communication, and team performance.

1. UNDERSTANDING BEHAVIOUR STYLES

- Defining passive, aggressive, and assertive behaviour
- Understanding the impact each behaviour style has in the workplace
- Recognising how behaviour influences respect, trust, and cooperation

2. IDENTIFYING PERSONAL SUPERVISORY STYLE

- Helping team leaders and supervisors identify their current behaviour pattern
- Understanding how their approach affects team members
- Recognising areas where communication and leadership style can improve

3. BECOMING MORE ASSERTIVE

- Learning how to communicate instructions confidently and respectfully
- Building authority without creating fear or resistance
- Encouraging employees to follow instructions through respect and understanding

4. BUILDING RESPECT AND TRUST

- Understanding how assertiveness supports positive working relationships
- Creating an environment where employees feel motivated and valued
- Promoting trust between supervisors, team leaders, and staff

5. IMPROVING WORKPLACE MOTIVATION AND CONTENTMENT

- Exploring how assertive leadership encourages better engagement
- Reducing conflict caused by poor communication or unclear expectations
- Creating a more positive and productive work environment

6. POSITIVE AND CLEAR COMMUNICATION

- Developing clear, direct, and respectful communication skills
- Giving instructions and feedback in a constructive way
- Using assertiveness to support better teamwork and performance

KEY OUTCOMES

Participants will gain practical tools to distinguish between passive, aggressive, and assertive behaviour, identify their own communication style, become more confident in giving instructions, build respect and trust, improve workplace motivation, and communicate more positively and effectively.