

Assertiveness in the APS environment

How to have the skills to be more assertive and to “get your needs met” in the workplaceand maintain good working relationships!

1 on 1, Small or Large Groups

Every day we are faced with situations that require us to be assertive. The importance of being assertive and an effective communicator in the workplace has become crucial to maintaining relationships in a productive workplace. The way we relate to others and communicate our needs within a professional environment impacts on our good relations with people. We need to work well with others, learn from others and not only ***respect others*** but ***be respected ourselves***.

This personal, small or large group session will build your knowledge and introduce a number of skills to assist you in communicating effectively, professionally and with appropriate assertiveness.

On completion of this session participants will be able to:

- Understand what assertiveness is and why it is important.
- Identify ways in which they would like to be more assertive.
- Communicate effectively and assertively with your clients and colleagues.
- Recognise their own responses to ‘pressure situations’ and develop ‘positive self-talk’.
- Understand and use “I’ statements.
- Understand active listening.
- Recognise defensive and assertive responses in difficult/confronting situations.
- Give and receive feedback effectively.

Presenter

Sue Willis is an HR professional with over 20 years experience in the APS. Sue has worked both as an EA and in a number of management roles in the HR area. She has delivered training in a number of topics in the past ten years and currently works as a training consultant. Sue knows the demands on modern public servants and will ensure you go back to your agency armed with many success strategies. Other trainers have similar qualifications and experience.

SCHEDULE

9:00am	WELCOME
9.15am	What is communication? What is assertiveness? How would you like to be more assertive? What are your strengths? Potential strengths?
10:30am	<i>Morning Tea (15 Minutes)</i>
11:45am	How do you respond in pressure situations? Positive 'self talk' Appropriate assertiveness Using "I" statements
12:45pm	<i>Lunch (45 minutes)</i>
1:30pm	Active listening Questioning skills Body language
3:00pm	<i>Afternoon Tea (15 Minutes)</i>
3:15pm	Dealing with confronting and difficult situations Giving and Receiving Feedback Case studies
4:45pm	Action Plan
5:00pm	Finish

NB: 1 on 1 coaching sessions will more than likely run for a half day only.

Testimonial

Group discussions, not rushed. The course was very good and I will recommend it to others. – Geoff Fogg, DEEWR

Enrolment Form – Assertiveness in the APS Environment

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.