



The course is delivered in the following formats:

- Own reflection
- Partner and small group discussion and work
- Games and activities
- Whole group discussion and feedback

Course aims and objectives:

- To explore the main types of communication and how varying the style impacts on how the message is received.
- To understand the difference between passive, aggressive, passive-aggressive and assertive behaviour – and how to respond.
- To recognize own barriers to being assertive and managing them.
- To learn practical assertive strategies and experiment with using them.
- To develop key personal action points

Course duration:

6 hours

Suitable for:

- Professionals and/or volunteers aiming to develop communication skills when working with service users.
- Those who want to develop assertive approaches to challenging conversations and feel empowered to address difficult topics.
- Participants who want to maintain their own boundaries and model assertive behaviour for their clients.

Course Outline:

1. Welcome, housekeeping and introductions.
2. Your aims for the day.
3. The I's have it (the statement game).
4. Communication and interaction – what we say, how we say it and why. Impact and change.
5. Assertive to aggressive – definitions and impact. Assertiveness continuum card game.
6. Barriers to assertive behaviour, where they come from and what to do about them.
7. Setting boundaries for yourself, keeping them and how to say no.
8. The Conflict Carousel – practising new skills.
9. Setting targets for going forward
10. Review and close.



Be Magnificent


Always looking forward


Making Assertiveness Work

A one-day course to facilitate the understanding of active communication skills, the development of assertive behaviour and to increase confidence in working positively with service users, colleagues and partner agencies

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MISSION

Be Magnificent is a not-for-profit company delivering training courses to benefit the community. We provide training for those working in the third sector, especially those working with anyone experiencing or at risk of experiencing social exclusion.

We also provide direct delivery programmes, including those experiencing isolation, recovering from abuse or challenging circumstances.

COURSES

We believe in the high value of multi-agency working. That's why we deliver each course in open sessions, with staff from a range of organisations attending. These staff will therefore train alongside

other professionals in their geographical location. The price per person is £83 plus VAT

These sessions are hosted by us at venues across the UK. Check our website for the calendar of future training opportunities.

Courses for professionals can be commissioned by one organisation for staff and/or volunteers. We come to you and deliver training at your offices. The price for this training is £899 plus VAT.

Our courses for professionals and volunteers concentrate on the appropriate knowledge, skills and attitudes to deliver exceptional work in demanding times.

Our service user programmes are designed for anyone in our community who wants to build their self-confidence and self-esteem.

ABOUT US

Be Magnificent was set up to enable and empower people. We are passionate about promoting change, challenging “the way it is”. We are determined to ensure that opportunities are open to all and not “under glass” for so many.

One of our key missions is to help all men, women, young people and children to recognise their full potential and power and be magnificent in whatever direction they choose to go.

At a time where misogyny is rife, where women face attack simply for walking home, and are abused online for speaking out or simply being female, we are determined to offer opportunities to gain skills and confidence for them to make their own choices and make their own way.

We are excited about working with partners in our communities to provide these programmes. We recognise that funding for community services is limited which is why we aim to work with our partners to identify and secure funds to provide these services to whoever wants to attend.

We live in challenging times. We understand that to be able to access education, activities and opportunities we must build enough self-confidence and self-belief to take the first step.

We are always looking forward.

