

## OUTLINE PROGRAMME

### Assertiveness Skills

- 1 What is being Assertive?**
  - a. Assertion
  - b. Non assertion
  - c. Aggression
  - d. The effects of aggression and non aggression
- 2 Recognising Aggressive, Non Assertive and Assertive Behaviour**
  - a. Verbal
  - b. Non verbal
- 3 Beliefs and Rights**
  - a. The importance of rights
  - b. What are my rights?
- 4 Starting to be More Assertive**
  - a. Making requests and stating your views
  - b. Giving praise and giving bad news
- 5 Negotiating Assertively**
- 6 Saying 'NO'**
- 7 Types of Assertion**
- 8 Handling Negative Feelings**
- 9 Giving and Receiving Criticism**
- 10 How Others Influence You**
  - a. Other people's aggression
  - b. Other people's assertion
  - c. Other people's non assertion
- 11 Handling Aggression**
  - a. Different levels of aggression
  - b. Overcoming barriers and responding assertively
- 12 Handling Non Assertion**
- 13 Contributing Assertively**
- 14 Handling Change Assertively**
- 15 Handling Stress Assertively**
- 16 Increasing Your Assertiveness**
  - a. Choosing the right situation
  - b. Preparing
  - c. Behaving assertively and reviewing
  - d. Handling the unexpected



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