

## ASSERTIVENESS SKILLS

A Half day course for Doctors (may be run as 1 day)

Max: 20

### AIMS & OBJECTIVES

At the end of this course, delegates will have:

- Understood the difference between Assertiveness and Aggressiveness
- Discussed tips and techniques and practiced the key skills to improve your Assertiveness skills
- A Personal Action Plan to 'get what you want'

### PROGRAMME

2.00	Introduction Objectives of Session
2.05	Differences between Aggressiveness Non-Assertiveness Assertiveness
2.10	Why is being assertive so important?
2.20	Interpersonal Styles Exercise Discussion
2.40	Why don't people assert themselves?
2.45	Assertiveness Skills Three-part Assertion Message Exercise Saying ANo@
3.45	Tea/Coffee
4.00	Assertiveness Skills Exercise
4.45	AWhat have I learned from this exercise@?
4.50	Personal Action Plan
4.55	Evaluation of Session
5.00	End of Session



**THE TRAINER**

**'Very professional, very clear, to the point and interesting'**

(Doctor, Wirral)

**ANDREW BLAIN** has worked for many years with GP Tutors and Primary Care Trust Boards designing and presenting Personal Development Training Sessions for GPs, Nurses, Practice Staff and Board members, on subjects including Personal Development Planning, Time and Self Management, Communication Skills, Stress Management and Performance Management. Andrew's background in Senior Management in Industry together with Management Development Consultancy to NHS Trusts makes him uniquely qualified to deliver effective training on an impressive range of key issues within today's health and social care environment. Andrew has a lively and easily understood presentational style and his seminars are popular with all levels of healthcare staff