



corporate training options

Developing Assertiveness

Overview & Learning Outcomes

Upon successful completion of this course you should be able to:

- Understand the difference between passive, aggressive and assertive behaviour
- Express your opinions and needs clearly and respectfully
- Set and maintain appropriate boundaries
- Say no without guilt or damaging relationships
- Handle pushback and manipulation assertively
- Build confidence in assertive communication
- Balance assertiveness with empathy and collaboration

Prerequisites

There are no pre-requisites for this course.

Duration:

1 Day

Courseware:

High quality learning materials are available for purchase by participants.

Corporate Training Options

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Developing Assertiveness

Training Course Outline

Understanding Assertiveness

What assertiveness is and isn't

Difference between assertive, passive, aggressive and passive - aggressive

Why people struggle to be assertive - the psychology behind it

Self Assessment - where are you on the assertiveness spectrum?

The Mindset Shift

Beliefs and assumptions that hold us back

Building self-worth and confidence as a foundation

Letting go of people-pleasing behaviours

Understanding your rights and the rights of others

The Language of Assertiveness

Assertive vs Non-assertive language patterns

The power of "I" statements

How to say no - clearly, respectfully and without guilt

Setting boundaries without damaging relationships

Assertiveness in Action

Navigating difficult conversations with confidence

Handling pushback, pressure and manipulation

Giving and receiving feedback assertively

Managing conflict without aggression or capitulation

Assertiveness in the Workplace

Speaking up in the meetings and group settings

Managing up - being assertive with leaders and senior stakeholders

Assertiveness across different workplace cultures and personalities

Dealing with workplace bullying and passive aggression

Body Language & Non-Verbal Assertiveness

How posture, tone and eye contact communicate confidence

Aligning your body language with your words

The impact of voice - pace, pitch and power

Presence - how to command a room without saying a word

Emotional Intelligence & Assertiveness

Managing emotions in high-pressure situations

Empathy without submission - staying assertive while staying kind

Recognising emotional triggers and managing your response

Resilience when assertiveness feels hard

Building your Assertiveness Habit

Creating an personal assertiveness action plan

Accountability strategies to keep growing

Celebrating progress - recognising your wins

Sustaining assertiveness long after the course ends

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