



Assertiveness Training Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

This Assertiveness course has been designed to give you the skills needed to overcome knee-jerk responses to provoking or challenging behaviour by learning how to be assertive.

Our **Assertiveness** course looks at **what assertiveness really means**, and how it is different from aggression, and outlines **specific techniques that can be used to respond to challenging situations and difficult people.**

We will look at **how to make requests assertively**, say 'no' to unreasonable demands, and proactively address problems in the workplace.

Each learner will leave the course with a **personal action plan identifying the key changes** they need to make and the skills needed to **develop an assertive mindset and to achieve positive results** through their interaction with others.

The course is designed to be interactive and involves a high level of learner participation.

"I speak for all in saying that it was an excellent course. I found the course very interesting and beneficial both for my work and future career."

Marcin Cesarz, Lead Business Analyst, AIB



"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Assertiveness Course

DCM Learning's Assertiveness training course looks at what assertiveness really means, and how it is different from aggression, and outlines specific techniques that can be used to respond to challenging situations and difficult people. You will learn how to make requests assertively and proactively address problems in the workplace.

Specific reasons to choose this course:



Experienced: We have trained over 264 individuals successfully in Assertiveness over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced Training Team: Our trainers are Training Practitioners with years of industry experience as well as vast training experience.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered our Assertiveness programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





Assertiveness Course Outline

COURSE OVERVIEW

During this course we look at what assertiveness really means, and how it is different from aggression, and outline specific techniques that can be used to respond to challenging situations and difficult people. We will look at how to make requests assertively, say 'no' to unreasonable demands, and proactively address problems in the workplace.

Each learner will leave the course with a personal action plan identifying the key changes they need to make and the skills needed to develop an assertive mindset and to achieve positive results through their interaction with others.

The course is designed to be interactive and involves a high level of learner participation. We welcome your input and can tailor exercises throughout the day that incorporate live examples of the challenges you face in the workplace.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand what defines assertive behaviour
- Make requests/convey their message clearly, concisely and assertively
- Say 'no' to unreasonable requests or assertively agree a solution
- Identify their own strengths and areas for development in terms of assertive behaviour at work
- Use their body language more effectively to support assertive communication
- Use self-confidence building techniques to reduce negativity and increase self esteem

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: UNDERSTANDING ASSERTIVE BEHAVIOUR

- Distinguishing between assertive, aggressive and passive behaviour
- The link between assertiveness, self-esteem and confidence
- Techniques to build self-esteem and confidence
- When and how to say "No" to unreasonable requests
- Essential skills and techniques to work towards being more assertive

TOPIC 2: COMMUNICATING AND PRESENTING A POSITIVE IMAGE

- Self-assessment of your style - the associated strengths and weaknesses
- Positive body language - smile/eye-contact/posture/mirroring/para-language
- Phraseology - using assertive and positive language to give a clear message
- Enhancing your questioning and listening skills

TOPIC 3: HANDLING CHALLENGING SITUATIONS AND PEOPLE CONFIDENTLY

- Identifying barriers to assertiveness and how to tackle them
- Confronting challenges in the workplace as they arrive
- Giving and receiving constructive feedback

TOPIC 4: PLANNING YOUR PERSONAL STRATEGY

- Developing a personal action plan for using the robust tools and techniques learned from the course to increase your assertiveness, self-esteem and self confidence



Ger Ahearne

Training Associate

Ger Ahearne is an established progressive and successful training consultant who designs, develops and delivers bespoke training.

She has lectured and trained hundreds of participants in educational establishments, voluntary sector organisations and private companies.

Ger has a strong academic background, extensive practical experience, and excellent communication skills. Her courses are well prepared, provide solid content and above all are enjoyable. She has the ability to help learners grow in confidence and to achieve things they never thought they could in order to reach their true potential.

Some of Ger's achievements include:

- Diploma in Teaching, Learning & Assessment (level 9) from Athlone Institute of Technology
- Diploma in Digital Marketing (level 5) from Irish Times Training
- MA in Management in Education - First class Honours from Waterford Institute of Technology
- Foundation Diploma in Training and Education from NUI Galway
- Diploma in Promotion Management from Dublin Institute of Technology
- Certificate in Advertising Studies from Dublin Institute of Technology
- BA - English & History from UCD

"The training with Ger was fantastic, she's really great! It was very interactive and having worked and trained here for over 10 years, I still learned a lot, that's always a great sign."

Jared Robinson, EUS Team Lead, Boston Scientific





Inhouse Training, One Size Doesn't Fit All.

Does your team need Assertiveness training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

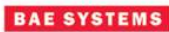
Below is an overview of our Inhouse Training Delivery and Costs:

| Details | 1 Day Training | 2 to 5 Days Training | 6+ Days Training |
|-------------------------------|--------------------------|---------------------------|---------------------------|
| Cost | €1,095 per day | €995 per day | €895 per day |
| Materials | Included | Included | Included |
| Travel Expenses | Included | Included | Included |
| Areas Covered | All Counties | All Counties | All Counties |
| Customisation | Course Customised | Course Customised | Course Customised |
| Survey | Pre & Post Course Survey | Pre & Post Course Survey | Pre & Post Course Survey |
| Account Management | | Dedicated Account Manager | Dedicated Account Manager |
| Free Public Course | | 1 Free Place | 3 Free Places |
| Public Course Discount | | 15% | 25% |



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

-  01 5241338
-  dublin@dcmlearning.ie
-  Guinness Enterprise
Centre

CORK

-  021 2429691
-  cork@dcmlearning.ie
-  Atrium Business Centre
Blackpool Business Park

DROGHEDA

-  041 9865679
-  drogheda@dcmlearning.ie
-  24 Laurence Street
Co. Louth