



HCT

Progressive, Innovative & Interactive Training



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Programme Details

Programme Title	Assertiveness Training
Duration	2 Days
Accreditation	Certificate of attendance
Number of Learners on programme	16
Specific Entry/Access and Exemptions Requirements:	No Entry Requirements required for this programme
Who should attend this course:	Anybody interested in becoming more assertive and improve communication skills

Assertiveness Training

Programme Aim: to provide learners with the opportunity to develop the knowledge, skills and competencies necessary to improve the way in which they get a message across; to be more effectively understood and to learn how to break down messages from others by learning methods and techniques for improving their assertiveness. The course assists people from all disciplines and positions to communicate what they want to say in an adult and effective way for enhanced organisation cohesiveness and communications.

Participants on this programme will:

- Minimise destructive communication at work.
- Maximise methods and techniques anyone can use effectively at work
- Have the delivered in a fun and upbeat environment
- Decrease grievances and improve personal responsibility
- Maximise ability of employees to make their own decisions
- Be guaranteed to improve ability to work with criticism, anger and conflict.

Programme Content

- Effective Communication methods - Verbal and Non Verbal
- Recognising your own style of communication
- Working with different behaviours and being assertive.
- Developing an individual work-plan for you own assertiveness
- Choice awareness
- Positive language techniques
- The role of Power
- Enabling others to be assertive

Delivery Method	Buzz Groups, Experiential Learning, Self Directed Learning, Learner Centred
Certification Required	Learners will be required to demonstrate their understanding of the content of the programme through a range of tasks including role play, exams and practical assessments
Certification	On Completion participants will receive a Certificate of Attendance
Progression Route	FETAC Level 5 In Communication
Specific Support Available	A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme. HCT are committed to providing support to learners where/when it is required. In all cases, participants will have to complete a reasonable accommodation request, for more information.
Trainers	Our trainers that deliver this programme consists of industry professionals with a passion for training, this experience provides them with up to date industry practices, which can be energetically delivered to learners.
Required fluency in generic skills	Generally learners engaging in learning activities are ready to take on a new task in a personal capacity or role. Learners can follow direction and are moving towards independent learning, Learners will have the ability to read basic short text in a non-supported environment and will be able to make sense of quantitative information within a familiar setting or unfamiliar task in a familiar setting.

Assertiveness Training Certification of Attendance