

**Date:** Thursday, 9<sup>th</sup> February 2023  
**Time:** 9.45 for 10.00 Start, End: 15.00  
**Venue:** Via Zoom  
**Trainer:** Moreen Pascal, Programmes Manager; email: [moreen@housingdiversitynetwork.co.uk](mailto:moreen@housingdiversitynetwork.co.uk)

**Hi Everybody, the proposed learning objectives and content for this workshop are as follows:**

1. Examine an applied definition of assertiveness and assertive communication and their benefits
2. Distinguish between non-assertive and assertive communication and behaviour in the workplace and in professional relationships including mentoring
3. Develop assertive strategies for dealing with non-assertive encounters with others at work and generally

## **WORKSHOP OUTLINE**

9.45 Arrivals (online)

10.00 Welcome & Introductions  
Aims of the session – what we will be covering

### **What do we mean by Assertiveness, Assertive Communication?**

11.00 Break

11.10 **Behaviour Types: Advantages and Disadvantages**

Behaviour vs Personality: Why do we behave the way we do? Discussion

12.15 Lunch and Networking

13.00 **Confidence and Self-Awareness: Language, Body Language, Self-Talk**

Introduction to Assertiveness Skills and Techniques: Practice

Saying No / Handling Difficult Conversations: Practice

14.15 Break

14.20 **Creating a Personal Care and Assertiveness Plan**

14.45 Review/ Feedback 15.00 Close

Any questions, queries – do get in touch as above, otherwise see you online!