**Communicating Assertively: Overview, Pre-learning & Workbook**

Welcome to Communicating Assertively! This blended online course will help you identify and manage your personal interactions with others more assertively, build your confidence, and practice communication skills.

This course will support you to:

* Distinguish between aggressive, submissive and assertive behaviour
* Explore barriers to assertiveness and how to overcome them
* Consider techniques for managing situations assertively
* Practice communication skills using coaching techniques

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| **To be completed before the session** |
| It is especially important that you complete the Pre-course learning **before** this workshop, so that we can focus our time on more specific content, group discussions and exercises.  **Pre-course learning**  Sign up for a [LinkedIn Learning account](https://www.staffnet.manchester.ac.uk/staff-learning-and-development/linkedin-learning/) and complete the ‘Learning to be Assertive’ course with Chris Croft. <https://www.linkedin.com/learning/learning-to-be-assertive/welcome?autoplay=true&u=74653818> **IMPORTANT: First sign into LinkedIn and then cut and paste the link into your browser to access the right course**. Do not use ‘Control and ‘Click’ or you will be redirected. Use the Chapter quizzes to support your learning. Make a note of the suggestions under part 2 ‘Responding to Challenges’ that you think are worth pursuing and bring this list with you. **(55 min)**  **IMPORTANT**: If you cannot access the course by Chris Croft and are redirected to ‘Asserting Yourself, an Empowered Choice’ by Emilie Aries on LinkedIn Learning then view sections 1, 2 and 4 and make a note of suggestions that you think are worth pursuing. This course is focused more towards leadership roles but is still relevant to assertiveness.   1. Write down all the things that stop you behaving assertively and be prepared to share this. **(15 min)** 2. Watch this **video** about the[Coaching and the GROW model](https://www.youtube.com/watch?v=xNLRo3jWPcg)explaining what coaching is about. **(5 min)** 3. **The day before the workshop** watch this short clip from [The Devil Wears Prada](https://www.youtube.com/watch?v=b2f2Kqt_KcE) and consider if the behaviours you see are aggressive, submissive or assertive. **(5 min)**  Course workbook Please download a copy of the interactive workbook ahead of the course.  <http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=51944>  **Register for Zoom**  Please ensure you have access to Zoom: <https://www.videoconference.manchester.ac.uk/zoom/>. Please check your microphone and camera are working before the session. See below for Zoom link. |

**Zoom link to access:** <https://zoom.us/j/91768009200>

**If you log off at any point during the session please use this link to re-join.**

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| **Workshop Agenda** | |
| **9:30**  **10:45**  **11:15**    **12:20** | **Welcome and introductions**  **Defining assertive behaviour**  **Developing confidence**  ***Individual activity & break***  While taking a break, familiarise yourself with the assertive communication techniques from the handout and also those you valued from part 2 ‘Responding to Challenges’ of the online LinkedIn Learning course e.g. ‘handling put-downs, fogging etc.  Complete the ‘Your personal examples handout’.    **Assertive Communication Techniques**  **Coaching and Assertiveness**  **Review and close** |

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| **Post-session Activities** |
| **Continuing Professional Development**  Please see the ‘Your continuing development’ section of the workbook for on the job activates you can do to improve your delegation skills and confidence.  Recap on the course using the online module ‘[Communicating Assertively](https://app.manchester.ac.uk/training/profile.aspx?unitid=8946&parentId=4)’ from Staff Learning and Development.  **Course Evaluation**  We would like to hear your feedback on how you found this course and the virtual delivery, so that we can continually make improvements. Please complete our short evaluation survey which you can access using this link: [Evaluation and impact | Staff Learning and Development | StaffNet | The University of Manchester](https://www.staffnet.manchester.ac.uk/staff-learning-and-development/about-us/evaluation-and-impact/) |