

## Residential Childcare Managers Courses

### Assertiveness Skills

#### Aims

To provide skills and techniques to assist staff in behaving assertively

#### Learning outcomes

By the end of the course participants will:

- Have a clear understanding about what it means to be assertive and understand its importance
- Be able to recognise when they are behaving in an assertive, aggressive or passive manner
- Be able to recognise the non-verbal aspects of passive, aggressive, and assertive behaviour
- Have gained and applied the techniques of saying 'no', the 'broken record' and the 'workable compromise' to assist them in behaving assertively
- Have learned how to apply the four-part 'I' message when giving feedback to another person about their behaviour
- Have learned the skills and techniques for resisting manipulation and coping with criticism through the application of 'fogging', 'negative assertion' and 'negative enquiry'
- Be more confident about choosing to behave assertively in their role
- Have practiced being more assertive using case scenarios

#### Duration

One day