



THE UNIVERSITY OF
SYDNEY

Assertive Communication and Conversation Skills: Practical Training Course

*Centre for
Continuing Education*

Assertive Communication and Conversation Skills: Practical Training Course



Do you struggle to talk in meetings, express your ideas, or speak up when your opinion differs from others? Would you like to become a more confident and influential communicator?

This one-day assertiveness course will help you communicate clearly and professionally, without sounding aggressive or feeling nervous. Discover the power of assertive communication and gain the confidence to express yourself more effectively.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Intended audience

Anyone who needs to use confident and respectful communication to influence others – including professionals, team leaders, supervisors and customer service providers.

Prerequisites

None.



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

We aim to help you express yourself clearly and assertively, whilst maintaining respectful and collaborative relationships with others.



Outcomes

By the end of this course, you should be able to:

- monitor your communication style and shift into assertive mode, so you can express yourself clearly and confidently
- cultivate an assertive mindset, by applying core models of assertiveness to everyday situations at work
- use three assertive language patterns (I Statements, Broken Record and Fogging) and ask quality questions to express your needs, feelings and opinions without violating the rights of others
- set appropriate limits and boundaries, using assertive techniques for giving feedback, making requests and saying 'no'
- disagree respectfully, using the Yes And Formula for collaborative conversation
- plan to handle your own challenging situations using your new skills.



Content

Topic 1: What is assertiveness?

Assertive people can express their opinions, feelings, needs and wants in respectful ways. They know how to balance the skills of advocacy (speaking up for yourself) and enquiry (listening to the perspectives of others), respectfully. Plus, they understand the concept of assertive rights and responsibilities. In this module, you'll learn the difference between assertive and non-assertive communication. Then you'll discover how to structure a conversation which balances advocacy and enquiry - even in tough situations.

Topic 2: Building an assertive mindset

You can't speak assertively unless you think assertively. In this module, you'll learn 7 core principles that drive assertive thinking. You'll discuss how to apply these to everyday situations at work. Plus, you'll get tips for staying issue-focussed, rather than taking things personally.

Topic 3: Using assertive language patterns

When it comes to speaking up, there are three key language patterns for expressing yourself without violating the rights of others: I Statements, Broken Record and Fogging. Hear how each works and practice using them effectively. Additionally, asking quality questions and appropriately matching language patterns are explored.

Topic 4: Setting appropriate limits and boundaries

Confident people know how to set limits and boundaries in their relationships. Once you can do this, you'll no longer feel uncomfortable asking for help, guilty about saying 'no' or worried about giving feedback to other people. Learn a simple boundary-setting formula that helps you stand your ground, without creating resentment.



Topic 5: Disagreeing respectfully

This module introduces the Yes And Formula, which helps you disagree without sounding disagreeable. You'll get tips for using this powerful technique to express an alternative perspective, without offending others or triggering arguments. Then you'll work out how to use these tips to handle 'difficult people' in your workplace.

Topic 6: Handling real-life situations

During the final module of this assertiveness course, you'll practice holding assertive conversations and plan how you can apply what you've learned in future conversations. Don't worry. This session does not involve role-play or acting. But it does include an opportunity to discuss your real-life situations and get advice on how to handle them assertively.



"Fabulous facilitator; her energy and encouragement is contagious, as she really ensured that all participants got the most out of the course. I have walked away with many practical tips and skills to implement in my life."

Kelly Sweeney



Delivery Style

This course is interactive and based on experiential learning. The specific models and tools taught during the session will vary according to the needs of the group. You will be involved in group conversations, discussing case studies and completing written exercises. There will be several opportunities to ask the course facilitator questions or request tips for dealing with your real life situations.

You will get the most from this course if you are:

- willing to contribute to group discussions
- confident communicating verbally in English
- comfortable participating in role-play style activities to practise the tools, techniques and skills
- using a computer with a working camera and microphone (if enrolling in an online session of the course)



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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