

Assertiveness Skills for Women in the Public Service

This workshop is tailored for women who would like to develop the confidence to assert their position within their team, pro-actively seek opportunities and progress in their career within the Public Service.

By learning to assertively negotiate their position, participants will be empowered to achieve both their professional and personal goals.

Objectives:

This interactive and practical workshop is designed to enable participants to:

- Develop a clear understanding of the true meaning of Assertiveness
- Recognise their preferred style of behaviour
- Adapt behaviour to account for cultural and gender differences
- Use “I” language Assertiveness to negotiate “ win-win “ outcomes in the workplace
- Apply Active Listening and Empathy to develop rapport with others
- Learn to say “No” in an appropriate manner when necessary, using the instant replay technique
- Apply Assertiveness Techniques to manage unfair criticism or bullying
- Confidently ask for what they want, and put themselves forward for projects and promotion
- Learn to set realistic goals for their personal and professional lives

Presenter:

Elizabeth Warnock, B.A (UNSW); M.A (SU)

Liz is a registered psychologist with a Masters Degree from Sydney University. She is also a Workplace Trainer Category II Certificate IV. In 1991, Liz started E. Warnock & Associates Pty Ltd and has been providing consulting and training services for both Public and Private sector organisations ever since.

Liz was a regular public presenter for the Australian Institute of Management between 1991 and 2005, providing training in a variety of Interpersonal Skills Development Programs.

She was also program director for the Australian Graduate School of Management (UNSW) for nine years.

During the course of her career, Liz has realised that for people to achieve lasting results from training, it must be delivered in a fun and non-threatening manner, and be relevant to the specific needs of the participants, so that they can apply the knowledge and skills back in their work environment.

Testimonials:

“Liz’s ability to empathise, communicate with, and motivate a diverse audience was truly inspiring”

“This workshop helped me discover that I can believe in myself and achieve whatever I want – thanks Liz “

“Exceptional presenter – Liz was so encouraging and showed how the application of assertiveness techniques can lead to the joy of successful outcomes”

“Very knowledgeable and experienced presenter – able to relate to “real life” issues “

“The day just flew!! My attention never faltered – thanks to such a dynamic presenter”

SCHEDULE

9:00 am	WELCOME Overview of workshop
9:30 am	<ul style="list-style-type: none"> • Where am I and where would I like to be? • Current limitations within my work environment • The impact of my personal Style within the team
10:30 am	<i>Morning Tea (15 Minutes)</i>
10.45 am	<ul style="list-style-type: none"> • Developing Rapport • Cultural and Gender Differences in Communication • Empathetic Listening • What is Assertiveness? • Difference between Assertive, Aggressive and Submissive Behaviour
12.30 pm	<i>Lunch (45 minutes)</i>
1.15 pm	<ul style="list-style-type: none"> • "I" language Assertiveness Technique • Application of the technique • Saying " NO" – the instant replay technique • Managing Criticism – Communicate, Clarify & Commit • Getting Ahead – applying for a promotion
3.00 pm	<i>Afternoon Tea (15 Minutes)</i>
3.15 pm	<ul style="list-style-type: none"> • Skills Practice • Goal Setting – The SMART process • Action Planning – next steps
4.45 pm	EVALUATION
5.00 pm	CLOSE

Enrolment Form – Assertiveness Skills for Women in the Public Service

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course date:
Time: 9.00 a.m. to 4.45 p.m.

Person 1 _____ e-mail _____ date _____
Person 2 _____ e-mail _____ date _____
Person 3 _____ e-mail _____ date _____
Person 4 _____ e-mail _____ date _____
Person 5 _____ e-mail _____ date _____
Person 6 _____ e-mail _____ date _____

Organisation _____ Branch/Division _____
Address _____

Phone No _____ Fax No _____

Payment Details

Total price \$545 x _____ attendees = \$_____ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____
Expiry date _____

2. Invoice

Signed off by _____ Name _____

Address invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than 7 days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.