

## ***Assertiveness in the APS environment***

### ***How to have the skills to be more assertive and to “get your needs met” in the workplace .....and maintain good working relationships!!***

Every day we are faced with situations that require us to be assertive. The importance of being assertive and an effective communicator in the workplace has become crucial to maintaining relationships in a productive workplace. The way we relate to others and communicate our needs within a professional environment impacts on our good relations with people. We need to work well with others, learn from others and not only **respect others** but **be respected ourselves**.

This one day workshop will build your knowledge and introduce a number of skills to assist you in communicating effectively, professionally and with appropriate assertiveness.

#### Outcomes

On completion of this workshop participants will be able to:

- Understand what assertiveness is and why it is important.
- Identify ways in which they would like to be more assertive.
- Communicate effectively and assertively with your clients and colleagues.
- Recognise their own responses to ‘pressure situations’ and develop ‘positive self-talk’.
- Understand and use “I” statements.
- Understand active listening.
- Recognise defensive and assertive responses in difficult/confronting situations.
- Give and receive feedback effectively.

#### Presenter

Sue Willis is an HR professional with over 20 years experience in the APS. Sue has worked both as an EA and in a number of management roles in the HR area. She has delivered training in a number of topics in the past ten years and currently works as a training consultant. Sue knows the demands on modern public servants and will ensure you go back to your agency armed with many success strategies. Other trainers have similar qualifications and experience.

## SCHEDULE

<b>9:00am</b>	<b>WELCOME</b>
<b>9.15am</b>	What is communication? What is assertiveness? How would you like to be more assertive? What are your strengths? Potential strengths?
<b>10:30am</b>	<i>Morning Tea (15 Minutes)</i>
<b>10.45am</b>	How do you respond in pressure situations? Positive 'self talk' Appropriate assertiveness Using "I" statements
<b>12:45pm</b>	<i>Lunch (45 minutes)</i>
<b>1:30pm</b>	Active listening Questioning skills Body language
<b>3:00pm</b>	<i>Afternoon Tea (15 Minutes)</i>
<b>3:15pm</b>	Dealing with confronting and difficult situations Giving and Receiving Feedback Case studies
<b>4:45pm</b>	<b>Action Plan</b>
<b>5:00pm</b>	<b>Finish</b>

### About Acorn

**Acorn Training and Consulting** is a Canberra based training company focussed on workshops specific to the Public Sector. Since 1993 we have been offering workshops in productivity, communication skills and professional development. Acorn works closely with specialist training consultants to bring you the best training available for Public Sector employees.

## Enrolment Form – Assertiveness in the APS environment

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

**Venue:** Acorn Training Centre, 74 Townshend St, Phillip, ACT

**Workshop dates:**

**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 \$545x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$495 early bird price (early bird applies 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 \_\_\_\_\_

Email invoice to: \_\_\_\_\_

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

If you do not wish to receive this information please place remove in the subject line of a return email.