



Half-Day Workshop

**SAY NO MEAN NO – ASSERTIVENESS THAT WORKS
WORKSHOP FOR MEMBERS AND OFFICERS**

**Tuesday 6 February 2018
(9.15 am to 12.30 pm)**

Venue : tbc

Target audience:

Members and Officers who wish to develop their assertiveness skills and become more confident.

Workshop Aims:

Your success and well-being, as well as that of the organisation, can be affected by the way you handle situations where things aren't going well and you need to be assertive to deal with them. Perhaps it's dealing with a tricky situation, an obstructive member of staff, an over-demanding boss or an upset member of the public....

Assertiveness is based on a philosophy of personal responsibility and an awareness of the rights of other people. Using assertiveness skills is the alternative to responding with compliance, resignation or aggression. Employing assertiveness skills can help you in saying 'no' and negotiating win/win situations.

The aim of this half-day workshop is to help participants understand assertiveness at work in a practical and interactive way.

By the end of the workshop, participants should:

- **have an understanding of what assertiveness is and what it is not**
- **understand the different levels and types of assertiveness, as well as how and when to use them**
- **have practised being assertive in a number of ways using real situations, including saying “No” and meaning it**
- **have explored some of the ways of developing long term confidence/assertiveness**
- **have an action plan for the further development of assertiveness skills**

Workshop Facilitator

The workshop will be facilitated by Jill Rouse, NEREO Associate.

Workshop Fee

The cost of the half-day workshop will be £60.00 + VAT per delegate. This will include payment for refreshments and workshop notes. Lunch will not be provided.

ALL TELEPHONE BOOKINGS MUST BE CONFIRMED IN WRITING (E-MAIL, FAX OR WEB-SITE BOOKING). PLEASE NOTE THAT ALL BOOKINGS WILL BE CONFIRMED IN WRITING BY NEREO AND JOINING INSTRUCTIONS FOR DELEGATES WILL BE ISSUED APPROXIMATELY 10 WORKING DAYS PRIOR TO THE EVENT.

Booking Arrangements

Online www.nereo.gov.uk
Email mokeefe@nereo.gov.uk
Fax completed booking form on 0191 2613971

Members are reminded that they should follow their authority's internal application process before submitting applications.

Closing Date : Tuesday 2 January 2018

Further Details

For further details please contact Maureen O'Keefe on 0191 2613970.