



Building Assertiveness: A 4 Week Online Course

I have put together an online course, with the same type of material that a 2-day workshop or 6 session coaching programme on "Building Assertiveness Skills" would contain. This course contains some core and some advanced assertiveness skills training. There is theory, there are practical examples, and there are lots and lots of situations for you to try out assertiveness for yourself.

ASSERTIVENESS SKILLS

Being assertive means to stand up for our needs and wants while respecting the self-esteem of others. We stand up for ourselves, we recognise our rights, and at the same time recognise the rights of others. The foundational beliefs of assertiveness are that we both count equally. We are both equally valuable human beings. If you are stressed a lot then learning to be assertive will help a great deal. If you are aggressive then assertiveness also helps. Many people who are aggressive are that way because they don't want people to stomp all over them, but they don't know how to stand up for themselves and at the same time be nice to others.

When you do this course you will learn:

- The difference between passive, aggressive, passive-aggressive and assertive thoughts and actions
- Tools to think more assertively
- Tools to behave more assertively
- How to say "no" in a nice way
- How to stand up and speak up for yourself
- How to stop apologising when you don't need to
- How to have less stress through being assertive
- How to be less aggressive through learning to be more assertive
- How to complain effectively
- How to give and accept compliments
- How to start, continue, and end conversations easily
- How to deal with demands made on you
- How to receive criticism
- And more.....

You can start the programme at any time. To do this course you only need access to email.

The outline of the 4 week programme is as follows:

Week 1: Week one looks at what assertiveness means. What is the definition of assertiveness? What does assertiveness in practice look like? What does unassertive behaviour look like? Assertiveness is often misunderstood and so we spend quite some time looking at what is passiveness, aggressiveness, passive-aggressiveness, and assertiveness. They are all quite different. By the end of week 1 you should have a very good idea as to what assertive behaviour looks like, and what it isn't. You should also have a very good idea of the situations in which you are either assertive, passive, aggressive or passive-aggressive.

Week 2: Week 2 looks at how we can be assertive in our thinking. Thoughts precede our feelings and our actions. What we think generally always influences how we feel and act, so we start with thoughts, because once we are thinking in an assertive way, it becomes much easier to behave assertively. In fact behaving assertively means we have to start with getting our thoughts right. We examine the thoughts and beliefs of assertive people and unassertive people. We look

at how you can change your thoughts to become those of assertive folks. We look at how you can work on this by using thought diaries.

Week 3: In this week we look at assertiveness in action. What are the behaviours / actions of assertive people? We look at how you can change your behaviour to be more assertive and make use of some behavioural experiments and other techniques for changing behaviour permanently.

Week 4: In week 4 we look at specific instances of being assertive in practice. We look at how to complain assertively when you are unhappy with service you have received. We look at how to deal with demands placed on you. We look at how to give and receive criticism and how to give and receive compliments.

It is a [four-week online course](#). Each week beginning on Monday and on the three subsequent Mondays I will email you notes and information. There will also be work for you to do. This work will be exercises as you would do during a workshop or coaching session.

- The work you can do in your [own time anytime during the week](#), and should take between 2 - 3 hours a week to complete.
- During the course of the programme - which means up until one month after the last session has been emailed to you, you can [email your queries, comments, issues, etc., to me, to which I will reply as if in a workshop or coaching session. Feel free to email anything as often as you need to. You can send an unlimited number of emails to me while you are busy with this online course.](#)

Contact: penny.holburn@live.co.za for more information or to book for the course. You can start the course at any time.