

cto

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About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

*“Hope is NOT a
Development Plan.”*

Developing Assertiveness

Other Personal Development Courses

- Stress Management
- Conflict Management
- Goals and Goal Setting
- Time Management
- Professionalism in the Office
- Effective Communication
- Business Etiquette and Professionalism

Skills that Build Teams that Win

Contact Us

We would love to collaborate with you



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*Our trainers are located all across
Australia.*



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Personal Development: Developing Assertiveness

The Challenge

Being assertive, expressing your needs, opinions and boundaries clearly and respectfully is fundamental to professional effectiveness. Yet many people default to passive behavior (avoiding conflict) or aggressive behavior (bulldozing others), neither of which serves them well. Assertiveness isn't about being pushy; it's about communicating with clarity and confidence while respecting others.



What you will Learn

- ✓ Understand the difference between passive, aggressive and assertive behavior
- ✓ Express your opinions and needs clearly and respectfully
- ✓ Set and maintain appropriate boundaries
- ✓ Say no without guilt or damaging relationships
- ✓ Handle pushback and manipulation assertively
- ✓ Build confidence in assertive communication
- ✓ Balance assertiveness with empathy and collaboration

Who should Attend

This empowering program is designed for anyone who struggles to speak up, set boundaries or advocate for themselves professionally. Ideal participants include:

- Professionals who tend toward passive communication
- Team members wanting to contribute more confidently
- Anyone struggling to set boundaries
- People wanting to communicate more directly and effectively

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. Understanding Assertiveness

- What Assertiveness is and isn't
- Difference between assertive, passive, aggressive and passive-aggressive
- Why people struggle to be assertive - the psychology behind it
- Self Assessment - where are you on the assertiveness spectrum?

Module 2. The Mindset Shift

- Beliefs and assumptions that hold us back
- Building self-worth and confidence as a foundation
- Letting go of people-pleasing behaviours
- Understanding your rights and the rights of others

Module 3. The Language of Assertiveness

- Assertive vs Non-Assertive language patterns
- The Power of "I" statements
- How to say No - clearly, respectfully and without guilt
- Setting boundaries without damaging relationships

Module 4. Assertiveness in Action

- Navigating difficult conversations with confidence
- Handling push back, pressure and manipulation
- Giving and receiving feedback assertively
- Managing conflict without aggression or capitulation

Module 5. Assertiveness in Workplace

- Speaking up in the meetings and group settings
- Managing up - being assertive with leaders and senior stakeholders
- Assertiveness across different workplace cultures and personalities
- Dealing with workplace bullying and passive aggression

Module 6. Body Language & Non-Verbal Assertiveness

- How posture, tone and eye contact communicate confidence
- Aligning your body language with your words
- The impact of voice - pace, pitch and power
- Presence - how to command a room without saying a word

Module 7. Emotional Intelligence & Assertiveness

- Managing emotions in high-pressure situations
- Empathy without submission - staying assertive while staying kind
- Recognising emotional triggers and managing your response
- Resilience when assertiveness feels hard

Module 8. Building your Assertiveness Habit

- Creating a personal assertiveness action plan
- Accountability strategies to keep growing
- Celebrating progress - recognising your wins
- Sustaining assertiveness long after the course ends

Educate, Elevate and Empower -