

Confident Assertiveness: Professional Boundaries, Credible Influence

Core skills developed



Decision making & judgement



Productivity & personal effectiveness



Leading self & others



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Emotional intelligence (EQ)



Collaboration & teamwork

Benefits

Build self-assurance and handle workplace interactions professionally

Professional effectiveness depends on managing requests and interactions with clarity and poise. This course provides practical tools to move away from passive or reactive communication and toward a consistent style that builds professional trust. Participants discover how to negotiate workloads, handle differing expectations, and communicate with composure.

They explore how to adapt their approach to suit the situation, ensuring their voice is heard while maintaining workplace rapport. The result is a more balanced workday and a stronger professional reputation



Participants will reduce workplace anxiety, manage competing requests more effectively and ensure their professional contributions are recognised.



Stakeholders will rely on clear agreed-upon expectations and work within a collaborative team environment



Your organisation will foster a culture of professional consistency, reduce pressure-related burnout and support more steady team performance.

Modules

Choosing a professional response

1

- Identifying triggers for passive and aggressive behaviours
- Recognising the impact of assertive versus reactive responses

Competency: *Select the most effective response in high-pressure exchanges by differentiating between passive, aggressive, and assertive behaviours.*

Framing needs with professional clarity

2

- Defining wants, interests and needs before speaking
- Balancing empathy with clarity when making requests

Competency: *Make clear requests that support own needs while acknowledging others' perspectives.*

Delivering constructive feedback with composure

3

- Using structured techniques to deliver feedback clearly
- Aligning words with body language and tone to project credibility and poise

Competency: *Deliver constructive feedback using a vocal tone and body language that support progress without causing defensiveness.*

Protecting time and workloads

4

- Handling difficult requests and saying no professionally
- Developing persistence when faced with pushback or pressure

Competency: *Negotiate realistic workload adjustments that protect deadlines without damaging professional rapport or stakeholder trust.*

Outcomes

- ★ Communicate needs and boundaries clearly using a range of verbal and non-verbal techniques
- ★ Negotiate competing workload requests and deadlines while maintaining positive working relationships
- ★ Deliver constructive feedback and respond to criticism with professional composure and persistence