

Assertiveness: Assert yourself in a professional context

MODALITY
100% online
training action

Build professional relationships based on confidence, conviction, and respect

Goals

- Identify your needs and ensure others respect them
- Learn how to say 'no'
- Express your point of view with conviction
- Learn how to recognize and respond to behaviors such as avoidance, aggression, domination or manipulation.

Highlights

- Overcome obstacles through hands-on activities based on real-world situations
- Discover tools, resources and self-coaching techniques that you can put into practice both during and after the course
- Learn with an experienced expert course leader to help you work on your assertive approach
- Improve your own assertive attitude so you can lead the way to creating fulfilling relationships with others

 Estimated time: 12h

 Sessions: contact-us at +33 1 85 08 92 75

Programme

PART 1

Identify obstacles to assertiveness and adopt a new approach

- Why should you work on becoming more assertive?
- Observe common interpersonal behaviors that lack assertiveness
- Identify the personality drivers behind our behavior

Activities

- Identify your own profile and areas where you can improve
- Build a new habit to improve your level of assertiveness
- Personality drivers: get back into the driver's seat!

PART 2

Build equal relationships

- Build assertive relationships in the workplace
- Identify your own and others' non-assertive behaviors: manipulation, domination, evasion and aggression
- Respond to non-assertive behaviors using transactional analysis
- Build self-confidence by drawing on your values

Activities

- Identify non-assertive behavior in real-life situations
- Case study: react in a real life work situation
- Build your self-confidence by drawing up an action plan and putting it into action

PART 3

Assert yourself while respecting others

- Build relationships that listen to your needs, beliefs and values without causing conflict
- Accept what makes you unique
- Self-assessment: identify your own profile in your relationship with others

Activities

- Identify your own needs, beliefs, values, and limits
- Understand your deepest needs using the "5 whys" technique
- Share best practices and experiences with the rest of the group

PART 4

Assertive communication creates equal, respectful relationships

- Learning how to say 'no' in an assertive way
- Create healthy, respectful relationships by being assertive
- Use the right register to communicate effectively
- Deal with criticism

Activities

- Adapt your register to someone else's
- Practice giving feedback in an assertive way
- Draw up an action plan to continue to improve your level of assertiveness once the course has finished

Audience

Anyone who wants to build an equal relationship their team members and clients.

Prerequisites

This course has no prerequisites, it is accessible to everyone.

Modalités d'évaluation : un questionnaire est proposé à la fin de chaque module, ainsi qu'un examen final à l'issue de la formation.

Last updated in March 2026.