



INTERPERSONAL SKILLS AND SELF DEVELOPMENT | ISSD-003

Assertiveness Skills

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

Course content

Why Attend

Assertiveness means expressing needs, opinions and boundaries honestly while respecting others. People who lack assertiveness may be overloaded or overlooked, while aggressive behaviour damages relationships.

This Aractech course covers assertive, passive and aggressive behaviour, self-confidence, assertive communication techniques, saying no, giving and receiving feedback, handling criticism and conflict, and assertiveness in meetings. Participants practise in realistic role plays.

Course Methodology

- Self-assessment
- Role plays
- Practical techniques
- Feedback
- Personal action planning

Course Objectives

- Distinguish assertive, passive and aggressive behaviour
- Build self-confidence
- Use assertive communication techniques
- Say no and set boundaries
- Give and receive feedback constructively
- Handle criticism and conflict assertively

Target Audience

- Professionals at all levels
- Team leaders

Course content

- Administrative staff
- Customer-facing staff

Course outline

Detailed course outline

Day-by-day outline for Assertiveness Skills.

Day 1 - Understanding Assertiveness

- 09:00-09:45 | Behaviour styles
- 09:45-10:30 | Rights and responsibilities
- 10:30-11:00 | Self-assessment
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Self-assessment (continued)
- 11:45-12:30 | Barriers
- 12:30-14:00 | Exercise: Style profile

Day 2 - Confidence

- 09:00-09:45 | Self-belief
- 09:45-10:30 | Inner dialogue
- 10:30-11:00 | Body language
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Body language (continued)
- 11:45-12:30 | Voice
- 12:30-14:00 | Practice: Confident introduction

Course outline

Detailed course outline

Day-by-day outline for Assertiveness Skills.

Day 3 - Assertive Techniques

- 09:00-09:45 | I-statements
- 09:45-10:30 | Broken record
- 10:30-11:00 | Fogging
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Fogging (continued)
- 11:45-12:30 | Negotiating
- 12:30-14:00 | Role play: Expressing a view

Day 4 - Boundaries and Feedback

- 09:00-09:45 | Saying no
- 09:45-10:30 | Setting boundaries
- 10:30-11:00 | Giving feedback
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Giving feedback (continued)
- 11:45-12:30 | Receiving criticism
- 12:30-14:00 | Role play: Saying no

Course outline

Detailed course outline

Day-by-day outline for Assertiveness Skills.

Day 5 - Conflict and Meetings

- 09:00-09:54 | Assertiveness in conflict
- 09:54-10:48 | Meetings
- 10:48-11:00 | Senior stakeholders
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Senior stakeholders (continued)
- 12:12-13:06 | Sustaining change
- 13:06-14:00 | Capstone: Assertiveness plan

Seminar dates

Available seminar dates

Live dates and pricing for Assertiveness Skills generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Barcelona	Classroom	€2,815
7 - 11 December 2026	Amsterdam	Classroom	€2,830
21 - 25 December 2026	London	Classroom	€2,315
11 - 15 January 2027	Munich	Classroom	€3,225
8 - 12 February 2027	London	Classroom	€2,315
8 - 12 March 2027	Amsterdam	Classroom	€2,830
12 - 16 April 2027	Paris	Classroom	€3,825
10 - 14 May 2027	Munich	Classroom	€3,225
14 - 18 June 2027	London	Classroom	€2,315
12 - 16 July 2027	Barcelona	Classroom	€2,815

Seminar dates

Available seminar dates

Live dates and pricing for Assertiveness Skills generated from the course details page.

Date	Location	Format	Fee
9 - 13 August 2027	Amsterdam	Classroom	€2,830
13 - 17 September 2027	London	Classroom	€2,315
11 - 15 October 2027	Munich	Classroom	€3,225
8 - 12 November 2027	London	Classroom	€2,315
13 - 17 December 2027	Amsterdam	Classroom	€2,830
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
21 - 25 December 2026	Online / Live	Online / Live	€1,815
11 - 15 January 2027	Online / Live	Online / Live	€1,815
8 - 12 February 2027	Online / Live	Online / Live	€1,815

Seminar dates

Available seminar dates

Live dates and pricing for Assertiveness Skills generated from the course details page.

Date	Location	Format	Fee
8 - 12 March 2027	Online / Live	Online / Live	€1,815
12 - 16 April 2027	Online / Live	Online / Live	€1,815
10 - 14 May 2027	Online / Live	Online / Live	€1,815
14 - 18 June 2027	Online / Live	Online / Live	€1,815
12 - 16 July 2027	Online / Live	Online / Live	€1,815
9 - 13 August 2027	Online / Live	Online / Live	€1,815
13 - 17 September 2027	Online / Live	Online / Live	€1,815
11 - 15 October 2027	Online / Live	Online / Live	€1,815
8 - 12 November 2027	Online / Live	Online / Live	€1,815
13 - 17 December 2027	Online / Live	Online / Live	€1,815