

# Assertiveness Training



Mental Health Services



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**The Art of Assertiveness:-**

Assertiveness is the art of clear, honest, direct communication. Being assertive means we are able to ask for what we want from others. It means we can say "no" to the requests of others. It means we can express a range and depth of emotion. It means we can express our own opinions without feeling self-conscious.

Developing these skills builds self-confidence, and allows you the freedom to be who you are, not who other people think you are, or who other people want you to be.

Here at Chaddeslode House, we offer courses which help to develop self-esteem and self-confidence. A course usually runs for ten weekly sessions of two hours. There are usually about twelve people in the group. In order to get the most from the course it is important that everyone attends as regularly as possible. There is no pressure for anyone to talk about confidential issues but mutual respect helps to encourage openness and trust.

The following topics are covered in the course:

- \* Types of behaviour – aggressive, passive, assertive.
- \* Assertive rights and responsibilities.
- \* Making requests, and why it is so difficult.
- \* Recognising feelings and how to express them.
- \* Body language.
- \* Accepting compliments.
- \* How to give and receive constructive criticism.
- \* "Put-downs" – what they are and how to deal with them.
- \* Other ways of building self-esteem.

Printed information will be given out. Please bring a pen and notepad if you would like to make additional notes yourself.

Courses are generally available during the day, but sometimes they run in the evening.

If you would like to attend an *Assertiveness Training* course, please fill in the form below, tear it off, and send it to the address on the front of the leaflet.

Mr/Mrs/Miss/Ms (delete as applicable)

Name: .....

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Address: .....

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Post Code: .....

Tel No: .....

Date: .....

Please circle the time(s) it would be possible for you to attend:

MORNING AFTERNOON EVENING