



**Community &  
Voluntary Service**

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**LOTTERY FUNDED**

Serving the Local Voluntary and Community Sector



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Voluntary Service**

## **Behaving More Assertively**

***A One-Day Workshop***

***Trainer: Pam McNay***

***Tuesday 4th December 2012***

***9.45am to 4.30pm***

***at 43 Bromham Road, Bedford***

From £12 per delegate

(includes course hand-outs, buffet lunch, tea/coffee)

Priority bookings will be given to voluntary organisations

Serving the Local Voluntary and Community Sector

# Behaving More Assertively

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## Who is the Course for?

Anyone who feels that they don't always manage exchanges with others very well. If you think that you allow others to impose on you, find it hard to say "no" and tend to let others make decisions for you, this day will help. Equally, if you realise that you sometimes impose your ideas on others, or feel driven to get things done your way, it is likely that you could learn more comfortable and productive ways of communication.

## Objectives

By the end of the day, participants will:

- *understand what's involved in assertive communication and how it differs from aggressive and passive models of relating*
- *reflect on the obstacles we face when trying to be assertive*
- *develop simple techniques for assertive communication*
- *gain an insight into managing relationships better*
- *learn how to say "no" and to give and receive praise and criticism*

Pam McNay is well-known to our local voluntary sector and has worked as a freelance trainer/consultant for over 20 years, primarily with voluntary groups. In training, she draws on the skills and understandings of those involved, while offering new perspectives and ways of looking at things. She uses a range of approaches: to meet diverse needs, to value varying experiences and to match the specific work most appropriately.

Pam is also a qualified psychodynamic counsellor.

## Programme

**9.45** Coffee and registration

**10.00** Introductions to the day and each other  
Contract for the day

### During the day we will cover

- How to identify different kinds of behaviour
- Why it is difficult for people to be assertive
- Techniques for assertive communication including saying "no"
- The idea of Assertive Rights
- Why behaving assertively helps us manage relationships better
- Giving and receiving praise/criticism

### 4.00 Evaluation and Close

***There will be breaks for coffee/tea during the morning and afternoon sessions and a buffet lunch will be served***

***The organisers reserve the right to modify the content of the programme***