

Course Title: Assertiveness and expressing your needs and coping with stress and other emotions

Course Syllabus

Course description or general overview

Adopting an assertive style means learning to openly express emotions and feelings and to defend one's own opinions without aggressively opposing others.

The course introduces the concept of assertive communication and provides key techniques for training communication and negotiation skills to build effective relationships in the private and professional spheres. Through the combined use of theoretical insights and practical exercises, activities will guide participants in defining a personal development plan.

Assertive techniques are also fundamental for those in leadership roles, capable of creating a dynamic cohesive working environment and team.

Learning outcomes at the course/module level (according to Bloom`s taxonomy)

Upon completion of the course, the participant will be able to outline the basic approach to assertive communication techniques both within a work/business context and in everyday life. He/she will also be able to understand the dynamics of assertive communication and be able to use them in different real-life scenarios. The student will learn the tools to draw up a personal development plan that will enable him/her to handle various situations in both work and non-work settings that carry a high stress load. The student will then be able to analyse different situations and adopt the best communication strategies.

The participant has knowledge about: ...

- Understand the potential of an assertive style, both in the private and professional sphere
- Train one's communication, interpersonal and negotiation skills, as well as cognitive and behavioural skills
- Building effective, long-term relationships
- Define a personal development plan

Course contents

- **Assertiveness and assertive communication**
 - What is assertiveness, definitions and areas of application
 - Communication styles (assertive, passive and aggressive) and the benefits of assertive communication
- **Assertive communication techniques - Key transversal competences**
 - Effective communication: axioms and levels of communication
 - Active listening
 - Managing emotions
 - Conflict management
- **Relational aspects**
 - Commitment
 - Trust
 - Respect
 - Conflict
- **The individual development plan**
 - What is meant by a development plan
 - Identification of one's own areas of improvement

Learning topic:

Organisation: Meridaunia scarl.

Course: Assertiveness and expressing your needs and coping with stress and other emotions

Teaching hours: 12

Mode of delivery: Wobis OER

EQF level: level 4

Teaching methods (examples):

- online Learning Modules
- papers, projects, presentations

Assessment methods (examples)

all teaching material is designed to allow students to use the content according to their needs. Assessment methods will also be designed on this basis.

- Quizzes
- Tests
- open-ended questions
- discussions, e-learning blogs

Learning outcomes of the learning topic:

1. Assertiveness and assertive communication

the student will understand the meaning of assertive communication and how and when to apply the different techniques according to the scenarios that everyday life proposes. He/she will fully understand the benefits of this communication approach and be able to identify it in other people'.

2. Assertive communication techniques - Key transversal competences

The participant will possess the skills to manage conflicts in both work and non-work environments, including through active listening. He/she will be able to manage emotions by reducing stress levels.

3. Relational aspects

the participant will understand and handle the main aspects and techniques of relational aspects

4. The individual development plan

The student will be able to draw up a plan for personal development

Learning activity content:

1. Assertiveness and assertive communication

- What is assertiveness, definitions and areas of application
- Communication styles (assertive, passive and aggressive) and the benefits of assertive communication

2. Assertive communication techniques - Key transversal competences

- Effective communication: axioms and levels of communication
- Active listening
- Managing emotions
- Conflict management

3. Relational aspects

- Commitment

- Trust
- Respect
- Conflict

4. The individual development plan

- What is meant by a development plan
- Identification of one's own areas of improvement

Recommended or required reading:

Recommended:

Links to useful websites:

- <https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/assertive/art-20044644>
- <https://www.cci.health.wa.gov.au/-/media/CCI/Consumer-Modules/Assert-Yourself/Assert-Yourself---04---How-to-Behave-More-Assertively.pdf>
- <https://www.mindtools.com/amjhdie/assertiveness>
- <https://psychcentral.com/health/how-to-be-assertive-without-being-aggressive>
<https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/assertive/art20044644#:~:text=Being%20assertive%20is%20a%20core,esteem%20and%20earn%20others%27%20respect.>

Glossary:

Language of the course:

English, Slovak, Czech, Polish, Italian, Spanish, Croatian

Name of the teacher:

Supervisor:

Feedback for evaluation

- questionnaires
- feedback from participants through focus-group meetings