



# ASSERTIVENESS SKILLS

Caring for someone usually involves advocating on their behalf and to be effective, it is important to have the skills to achieve a successful outcome e.g. accessing support services.



## Join Us

**Tuesday 17th December 2024**

**11:00 am - 12:30 pm**

655 Barking rd. E13 9EX

(Age UK East London Offices)

Zoom Details

[HTTPS://US06WEB.ZOOM.US/J/86004636761](https://us06web.zoom.us/j/86004636761)

**MEETING ID: 860 0463 6761**

## For More Information

0203 9543 143

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

## What to Expect:

- Communication skills for successful negotiation
- The difficulties with being assertive
- The difference between being assertive and being aggressive, passive, manipulative
- Boundary setting
- Essential confidence techniques.
- Outlining
- Getting 'acknowledged'
- Benefits of being assertive
- How to say NO
- How to ask for what you want -Not what you don't want

