


# The Assertiveness Game

# FACTSHEET

A thorough introduction to assertive, non-assertive, passive-aggressive and aggressive behaviour at work.

 1 hour + debrief

 4-12 (1 or 2 teams of 4-6 per team)

 For staff at any level

 No computer required

 550 ex VAT



## Learning objectives

- to recognise the differences between assertive, non-assertive, passive-aggressive and aggressive behaviours
- to understand reasons behind aggressive behaviour
- to discuss and agree the benefits of assertiveness
- to learn and practise the language of assertive behaviour
- to recognise when it is appropriate to be assertive
- to improve assertive behaviour and self-esteem

## About the activity

**Raises awareness, stimulates discussion and gives confidence. Highly enjoyable, non-threatening approach.**

Table-top boards provide a structure for teams to take it in turns to pick up three different types of card:

- **What People Say Cards:** teams share views and decide whether quotes taken from workplace situations are assertive, non-assertive, passive-aggressive or aggressive.
- **Awareness Cards:** contain a variety of issues to test knowledge and understanding of the topic.
- **At Work Cards:** contain a series of typical situations that occur at work. How would teams react?

All responses are noted on handouts, for reference at the Debrief. In just 60 minutes a wide range of issues are presented for groups to consider, exchange ideas and build understanding around assertiveness.

## Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 12 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

## Pack contents

- Trainer's Notes
- Trainer's PowerPoint
- Game Boards x2
- Two dice & playing pieces
- Set of 30 Cards x2
- Handouts A-E including Questionnaire, Response Forms & Key Points, all supplied digitally

This activity is for face-to-face training. It is supplied as a hard copy pack & the digital files are supplied via the Northgate Trainerhub.

## Ideally suited to

All levels of staff who will benefit from understanding various behaviours at work. Being aware of the different categories of assertiveness can reduce interpersonal problems, conflict situations and misunderstandings. Promotes self-awareness and self-esteem.

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## Customer reviews

” We use this for assertiveness training and to highlight different types of assertiveness. It is *excellent, good fun* & learning at the same time.  
**Elaine Morrison, HR Manager, Sheraton Hotel**

” *Great results* - it really got the group talking and was an *excellent* way of wrapping up a one day event.  
**Jane Crossman, L&D Business Partner, VolkerWessels UK**

” It highlighted different styles of behaviour and how to react to them and identify with them. *Very interactive*. Kept the students involved and interested. Still talking about the course some days after. Word soon got around about the game. *Very good quality* and value.  
**Allan Baines, Skill Development Manager, Rentokil**



## Trainer's role (full guidance supplied in Trainer's Notes)

- Introduce the activity (with the option to use the PowerPoint supplied).
- Issue a copy of the Questionnaire to each participant and after 5 minutes, ask everyone to score their own responses (guidance supplied on how to score and answers are for their eyes only to encourage honest responses).
- Set up the boards, cards and playing pieces for each group and issue the handouts for recording responses. There are two boards and you can have up to six participants at each board. Decide on the order of the cards and which cards to use (you will not get through all 30).
- Observe groups working through the cards.
- Lead a discussion at the end to listen to groups & consolidate the learning.

## Northgate says...

An interactive, stand-alone training resource ideal for introducing the topic of assertive behaviour. It looks at the characteristics of assertive behaviour, how to recognise the different levels of assertiveness and how to develop the appropriate level of assertiveness at work.

It always creates a great deal of debate and empowers participants to objectively self-assess their own behaviours and levels of assertiveness and to identify specific steps towards improved performance.

## Ordering is easy!

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- ✉ [sales@northgatetraining.co.uk](mailto:sales@northgatetraining.co.uk)

## Fast delivery

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- £29 Europe (1-3 working days)
- £39 International (1-5 working days)

## Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



## Northgate customers

