

# WEA Course information sheet 2019-20



<b>Course title:</b> Assertiveness and Managing Difficult Conversations and Situations		<b>Course ID:</b> C3744840
<b>Start date:</b> 04/11/2019	<b>End date:</b> 18/11/2019	<b>Day(s)/time(s):</b> Mon 10:00
<b>Number of sessions:</b> 3	<b>Hours per session:</b> 2	<b>Tutor</b> Allison Le Boutillier
<b>Additional hours:</b>	<b>Online Learning Hours:</b> 0	
<b>Specific funder/partner requirements:</b> Working in partnership with East Surrey College delivering education in the community		
<b>Awarding body (if any):</b> <b>Title of qualification to be gained:</b>		<b>Level:</b> Level 1
<b>Fee:</b> £.00 or <b>Free</b> if you are in receipt of an income related benefit (only SFA funded) <b>Accreditation Fee</b> (if applicable):		
<b>Venue:</b> The Focus Youth Centre, 9 Depot Road, Epsom, Surrey, KT17 4RJ		
<p><b>Theme(s):</b> The WEA has four themes it uses for planning its provision.  <b>Employability</b> – helping students to get a job or to make progress in their employment  <b>Health and Wellbeing</b> – making a positive contribution to their own or others health and wellbeing  <b>Community Engagement</b> – encouraging students to be positively involved in their communities  <b>Culture</b> – learning about diverse cultures, identities and environments</p> <p>The Theme(s) used in planning your course is/ are:</p> <ol style="list-style-type: none"> <li>1. <b>Employability</b></li> <li>2.</li> </ol>		

## Course Aim

This course will enable students to recognise different behaviour types, appreciate why difficult situations and conversations arise, and evaluate techniques to manage these.

## Course Description

This course will provide students with an understanding of different types of behaviour including aggressive, passive and passive aggressive. They will learn what assertive behaviour is including saying no and an understanding of their rights. Participants will recognise what causes difficult situations and conversations and evaluate a range of techniques to help manage these.

## Do I need any particular skills or experience?

## What will I achieve?

### By the end of the course I will be able to:

1. Recognise at least 3 different types of behaviour.
2. Practice saying no to someone using a model
3. Explain at least 3 rights (things I'm entitled to from others)

4. Identify at least 2 causes of difficult conversations or situations.
5. Evaluate at least 3 techniques to manage difficult situations or conversations.

**What teaching methods will be used and will there be work outside of the class?**

- The WEA tutor will use a range of different teaching and learning methods and encourage you and the group to be actively involved in your learning

**What kind of feedback can I expect from the tutor?**

- You will have opportunities to discuss your progress with your tutor
- You will be encouraged to share your work with the group and discuss your learning

**What else do I need to know? Is there anything I need to bring?**

- All materials will be provided

**Pre-course work, reading and information sources**

- No pre reading or pre course work is required

**Possible next steps after this course (including career opportunities if appropriate)**

- Progress to another WEA course

**Learning with the WEA**

WEA courses increasingly make use of the rich variety of educational tools and material available on the internet and from digital devices. The WEA's digital learning platform, Canvas will play an increasing role in all WEA courses to provide resources or support, or to conduct lessons, enable assessment, provide learner feedback and for other activities for individuals away from the course. It is helpful, although not essential if you have access to a computer or smartphone to support your course.

You can read about your entitlements and responsibilities as a WEA student in our leaflet, Student Handbook here <http://www.wea.org.uk/learn-wea/student-support> This includes information on fees, learning support and financial support. As part of your course you accept our Learning Agreement and Privacy Notice. Full details of the Learning Agreement and privacy notice can be found on our website at <http://www.wea.org.uk/policies>. This applies to all courses you take in this academic year.

You can enrol online for some courses <http://www.wea.org.uk/learn-wea/course-search> or contact: WEA Support Services, Suite 10B Joseph's Well, Hanover Way, Leeds, West Yorkshire, LS3 1AB Tel: 0300 303 3464 Email: [courseenquiries@wea.org.uk](mailto:courseenquiries@wea.org.uk)

