



Assertive Communication: An essential individual competency and team skill

Duration: 1 Day Course Code: A-AC

Overview:

This workshop will help you to feel comfortable with saying "no", without feeling guilty and to speak up in a confident and effective manner. Learn to distinguish between the three basic positions: passive, assertive and aggressive.

Target Audience:

Managers, supervisors, and project leaders Administrative assistants and office coordinators Anyone who would like to develop assertiveness skills

Objectives:

- After the workshop, you will be able to:
 - Express what you want and assert your rights.
 - Prevent misunderstandings and conflicts.
 - Overcome self-defeating behaviours.
 - Improve the quality of your interactions with others.
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Additional Information:

The Benefits of AssertivenessHow to boost your self-esteem Ways to improve the quality of your interactions with others Learn to speak up and be heard How to prevent messy interpersonal situations and conflicts
Improving Your Assertiveness SkillsExamine your present level of assertiveness Identify and evaluate the benefits and liabilities of assertive, aggressive and passive behaviours Discover "useful tricks" and methods to improve your assertiveness Select the best assertiveness approach depending upon the situation
Using Your Assertiveness Skills on the JobAcquire practical techniques to enable you to give and receive feedback Appropriate responses to criticism and how to manage your emotions Ways to set reasonable limits on your output Assertive strategies for particular situations

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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