



## Assertive Communication: An essential individual competency and team skill

Duration: 1 Days 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.
- 

### Additional Information:

**The Benefits of Assertiveness**How 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 Skills**Examine 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 Job**Acquire 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 Head Office 01189 123456 / Northern Office 0113 242 5931

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

[www.globalknowledge.co.uk](http://www.globalknowledge.co.uk)

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK

---