



ASSERTIVENESS SKILLS

“NO. is a complete sentence” – Anne Lamott

Assertiveness is the art of expressing yourself and standing up for your rights, but not at the expense of others. By communicating assertively, you can feel confident and gain the respect of your colleagues and friends. Assertive communication involves speaking your mind and expressing your point in a constructive manner. People who are assertive tend to have less stress and conflict in their career and personal life. They can influence people and can get their needs met more easily. Your Assertiveness Skills program is custom designed to help participants express their ideas and feelings more adequately. The program will provide practical techniques to improve interaction with other people in the workplace. Participants will learn how to change their behaviour to assertively deal with complex workplace situations. They will understand how positive assertiveness can enhance interpersonal communication.

NUTS AND BOLTS:

Would you like to attend this program?

For maximum effectiveness, this course is best conducted as an in-house program.

Venue: For your convenience, you can choose to conduct this course at your workplace. Alternatively, we can provide a training venue at a small additional cost.

Duration: Each course can be tailored to suit your timeframes.

Look at what you receive within 24 hours at no cost:

- An obligation free proposal
- A bio of a proposed trainer
- Training cost

Key Learning Outcomes:

At the conclusion of this course, participants will be able to:

- recognise the benefits of being assertive
- understand the basic principles of assertive behaviour
- avoid manipulation by others
- deal with fear and criticism
- understand their rights and respect the rights of others
- increase self-confidence physically and vocally
- apply assertiveness techniques in problem situations
- handle aggressive behaviour
- provide feedback
- make better decisions and reduce stress levels

GET IN TOUCH:

☎ 1300 323 752

✉ Deborah | ddear@preftrain.com

💻 preftrain.com

