

ASSERTIVENESS SKILLS training



DURATION ½ day

PARTICIPANTS 6 – 12

IDEAL FOR

Employees, supervisors, team leaders, managers, senior managers, CEOs.

AIM

Being assertive is a core communication skill – and skills can usually be improved. Ultimately, improving assertiveness skills will benefit the individual and their organisation.

The course is delivered in-house and will help participants:

- Understand what assertive communication is;
- Learn the skills and techniques to communicate assertively; and
- Confidently speak up in an honest and respectful manner.

The course is tailored to include your specific organisational or industry requirement so that participants will be able to confidently apply their learnings immediately in the workplace.

TRAINING OBJECTIVES

On completion of this course participants will be able to:

- Identify their preferred communication style
- Define assertiveness and understand the benefits of being assertive
- Clearly recognise assertive behavior
- Identify the causes of non-assertive behaviour
- Apply assertive techniques
- Set goals to support their personal development of an assertive communication style

PROBLEM SOLVING

and DECISION MAKING training



Course Duration: 1/2 day

ACTIVE LEARNING METHODOLOGIES

Active learning methodologies can empower participants to develop their personal capabilities and thinking skills. This approach enables participants to gain a deeper understanding of their subject by actively engaging them in their learning.

All our training courses are designed to fully engage the participants by maximising active learning opportunities. This allows participants to better identify with, and come to a deeper understanding of, the subject matter.

Several elements are involved in active learning. Developing strategies to target these elements forms an essential part of our training design.



We work closely with you to tailor our courses so that they can be most relevant to your employees. This includes course duration, learning outcomes and course content.

Make a booking now!

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Course Outline

Our Assertiveness Training covers:

- Using a communication style inventory to identify preferred communication style
- The three styles of communication
- Defining assertiveness and associated behaviour
- Practice recognising assertiveness
- Assertive techniques
- Simple assertive script to use

SERVICES AVAILABLE

Are you looking to:

- ✓ Kick-start your organisations' performance.
- ✓ Communicate clear and inspirational vision and goals that deliver strategic outcomes.
- ✓ Engage and motivate your team towards success.
- ✓ Improve your team's dynamics through an understanding of communication styles.
- ✓ Provide tailored coaching support to create positive leadership behaviours.
- ✓ Increase the skills and capability of your team.



Natalie Lincolne and her team of experienced facilitators have an outstanding track record in strategic planning, performance consulting, training delivery and coaching.

STRATEGIC PLANNING SUPPORT

Facilitation of the strategic planning process for senior leaders, and of workshops to fully engage the team and improve organisational performance.

TEAM PERFORMANCE IMPROVEMENT

Proven methods to engage your team to share your vision, improve productivity, focus and to value the strengths and knowledge in each other.

LEADERSHIP COACHING

Unlock your leadership potential to become the leader you've always aspired to and the role model for others.

WORKSHOPS AND TRAINING

From engaging strategic leadership workshops for senior leadership teams to one or two day training programs in sales skills, communication skills or customer service standards, all events are highly participative and fun.