

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