

Assertiveness

Course Description:

Some times it is hard to say "No". This assertiveness training course will provide skills and techniques to exert more control with confrontation, difficult conversations, bullying and negotiating.

Course Outline:

: Understand what Assertiveness Communication means and the alternatives

: Explore various tools and techniques that contribute to behaving Assertively

: Establish the importance of Listening Effectively

: Identify personal and professional barriers which can be detrimental to ones behaviour and chosen approach

: Realising how to respond Appropriately to Criticism and strong emotions

Course Duration:

1/2 Day

