

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

