



Assertive Communication Skills

This vital and intrinsic element of any organisation is crucial for staff. Whatever the message, if individuals are unable to get their wishes across in an assertive manner, either because they are too passive, or too aggressive, it will impact hugely on the team relationship, client contact and ultimately the business.

This practical day provides delegates with the opportunity to develop their own assertive skills in a comfortable environment. It also enables them to deal proactively with those whose style is more aggressive or passive, which provides effective communications with colleagues or clients.

Course Content

- What is assertive behaviour
- Use assertive skills to persuade people
- Communicate your ideas clearly and effectively
- Strengthen your listening skills to really understand what others are saying
- Confidently deal with those who are more aggressive or passive in their responses
- Awareness of how body language affects how people respond
- Feedback to others in a positive and assertive manner

Who should attend?

Suitable for anyone wanting to improve their communication skills and learn how to be more assertive in conveying their message