

## Assertiveness at Work

Conflict at work can have catastrophic effects and seriously reduce organisational effectiveness. The aim of assertion is to solve problems and get the best result through a win – win situation.

Assertiveness at Work will give participants the ability to formulate and communicate thoughts and opinions in a clear, direct and non-aggressive way. Greater assertiveness will increase organisational effectiveness and productivity, giving individuals greater autonomy and control of their daily activities.

### course details

#### Course Duration

One Day

#### Course Cost

£950

#### Maximum Delegates

This course is designed for up to 10 delegates

#### Training Location

Training can be run at any venue

#### Participant Profile

This course is aimed at:

- Anyone who needs to master the principles and practices of effective and assertive communication

#### Key Topics

Participants will cover:

- What is assertiveness?
- Understanding different behaviours
- Managing behaviour
- Assertive language
- The 'Six-Step' approach
- Assertiveness techniques

#### Course Benefits

On completion of this course participants will understand:

- How to use effective communication to increase productivity
- How to handle difficult behaviour in others to increase confidence
- Manage time more effectively and enjoy greater self-esteem
- How to improve decision making and reduce procrastination

### client testimonial



I enjoyed the content of the course and thought it was very well run. It was useful learning how to be assertive without crossing the line into aggressive.

Matthew King, **Logica**

### You may also be interested in...

#### Time Management

Designed to provide participants with the opportunity to explore tools and techniques that will allow them to gain greater control over their time.

#### Essentials of Customer Service

Focuses on the skills required to deliver exceptional customer service, allowing participants to identify a range of techniques that will develop their skills.