

Assertiveness

Overview

An interesting course designed to enable personnel to develop their team skills in managing difficult situations and possible areas of conflict as a means of improving efficiency and effectiveness within the organisation.

Course Objectives / Content

Ensuring you and your colleagues have win-win situations will enable you and the team to move forward quickly during those stressful times at work.

Course Content

- What is Assertiveness?
- An insight to your behaviour;
- Deciding what you want;
- Being clear and specific;
- Knowing when to listen;
- It's OK to say 'No';
- Looking for workable compromises;
- Avoiding negative attitudes;
- The want to win;

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.