



Assertiveness

Course fee £595 + VAT for up to 12 delegates

The course covers an awareness of assertiveness and is tailor made to suit individual settings.

Who should attend?

All employees who wish to gain a clearer understanding of assertiveness and it's role in the work place, supporting clearer communication and achieving goals.

Course topics:

- Communication
- Assertive v. Aggressive
- How To Give And Receive Criticism
- Understand Own Behaviour Styles
- Body Language
- Barriers To Assertiveness
- Is Change Possible?
- Develop Strategies For Appropriate Responses

1 day course

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