



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

Assertiveness Skills

Assertiveness is for everyone. It is a skill in much the same way that delegating, negotiating and other business skills are basically communication skills. Assertiveness is a skill that enables people to be more confident and to say the right thing at the right time.

This half day course will enable delegates to assess their current approach to assertiveness and to develop the interpersonal skills required to be assertive in the correct situations.

Course Location: On-Site at your premises

Course Duration: One Half Day 3Hrs, AM or PM (date to suit you)

No. of Delegates: 12 delegates max

Course Programme to include:

- What is assertiveness?
What it is not, Why we need it, Assertive aims
- Communication principles
- Two way communication
Listening, Voice & Body language
- Understanding the importance of assertiveness in communication
- The choices of the communicator
- How to be assertive
- Assertiveness techniques
- Handling difficult situations
- Understanding and dealing with assertiveness and conflict
- Group work with practical exercises

Delegates Receive:

Certificate of Training

Course Notes

Course Materials

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