

ASSERTING YOURSELF

High Impact Training Session



Who should attend?

Managers and staff who occasionally feel they would like to be more assertive in the workplace.

High Impact Session topics

- Distinguishing between assertive, aggressive and passive behaviour
- Building confident working relationships
- Conveying your ideas in a direct and positive manner
- How to say 'no' effectively!
- Using positive body language and speech
- Identifying barriers to assertiveness
- Recognising and dealing with fear
- Conflict resolution
- Providing and receiving feedback
- Personal action planning