

Communicate Assertively and with Confidence

Communicating assertively and with confidence is vital to get your message across. We can be the best in our role, but if we cannot communicate our wishes to others, our skills will be undermined. Assertiveness is when a person stands up for their rights without violating the rights of the other person.

Understanding how we are perceived and how we perceive others is crucial to demonstrating assertion. Often we do not get what we want because our behaviour does not support what we say. This workshop will provide you with a more effective style of communication both with your colleagues and your customers.

Course Content

- Understand the benefits of assertive behaviour
- Use assertiveness skills to persuade people
- Communicate ideas more clearly and effectively
- Enhance two-way communication through effective listening skills
- Recognise other behaviours: passive, aggressive and passive-aggressive
- Influence the behaviour of others through controlling our own behaviour
- Use body language to achieve results
- Be specific and stay relevant in order to achieve a positive outcome
- How to give and receive feedback in a positive manner

Who is it for?

Anyone who wants to be more confident and assertive in their day-to-day communication.

Duration

1 day

Cost

£395 + VAT for a 1 day open course.

This course can also be held in-house at your premises or at one of our venues for £1,195 + trainer travel from our Sevenoaks office + VAT. If you choose to use one of our venues, room hire and catering will be charged at our specially negotiated rates. Unless stated otherwise, travel time is included in the price.