



Assertiveness and Personal Effectiveness

COURSE COST

£175 + VAT

Duration: 1 Day

HELD AT CHALLENGE TRAINING & CONFERENCE CENTRE

Overview

A practical session, which will leave participants feeling more confident in their ability to make themselves heard in the right way and to increase their self esteem.

Aim

To equip participants with knowledge and understanding of what assertiveness is, and how and when to use it.

To explore a range of different techniques which will assist participants communicate and work more effectively with others.

Content

By the end of the course, participants will be able to:

- Understand the importance of effective communication within the workplace and recognise the triggers for certain behaviours in themselves and others.
- Identify the skills and behaviours displayed by effective communicators and the range of behaviours from submissive through to aggressive.
- Understand how to improve both self-esteem and confidence through positive thinking and actions
- Recognise non-verbal behaviours and the signals they portray.
- Give a clear description of what assertiveness is and why it is important for effective working relationships
- Identify which situations they find hardest to deal with in an assertive manner at work and techniques for dealing with them
- Appreciate that avoiding situations will often lead to conflict in the long run

"Today has helped me understand the impact of my behaviour upon others...and also to deal with those "difficult" characters at work more effectively...thanks!"

*Sarah Hall
Clerical Officer
Financial Services*



For further information or to reserve a place on this course contact us:

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