



Assert Yourself - How to Communicate Effectively

Introduction

When we find ourselves under pressure or in confrontational situations, we may react aggressively - or we may back down and say nothing. Neither approach is likely to result in a positive outcome and we're likely to come away from the situation wishing we'd handled things differently. Failure to assert ourselves and communicate clearly can have a negative impact on our interactions with colleagues, clients and customers and is likely to affect our personal effectiveness and productivity as well.



Audience

This course is suitable for managers to learn to:

- Follow the six steps to assertiveness
- Avoid aggressive passive and manipulative behaviour
- Disagree without being disagreeable
- Give and receive positive feedback

Objectives

This course will give a better understanding of:

- The disadvantages of aggressive and passive behaviour
- The benefits of assertiveness
- Why how you make your point is just as important as what you say
- How to disagree without being disagreeable
- The 'six steps' to assertiveness
- The importance of showing respect for others
- How to become an active team member
- Giving and receiving constructive feedback.

Modules

This course contains the following modules:

Module name

Assert Yourself - How to communicate effectively

Content

This course helps to increase employee morale and develop employee potential through learning assertive behaviours. The course content and structure will ensure that your staff gain the knowledge and skills necessary to work successfully as part of a team.

