

Be Assertive



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this course:](#)

Objectives :

It is important for staff at all levels to think about how they interact with others and particularly about the effects of what they do or say. This course is designed to further the understanding of what is useful, what is effective in approaches to others and to practice the skills. The main emphasis will be on behaviour that the delegates find difficult to handle.

To gain the fundamental knowledge and skills that will enable participants to continue to change attitudes that interfere with them being assertive in order to enhance communication and relationships with others.

Prerequisites:

This course has been designed for anyone who has to influence others

Duration:

One Day

Additional Information

Course content can be tailored to clients specific needs

Course Contents

- What is assertiveness?
- Identifying behavioural types
- Listening skills
- Perception and behaviours
- Dealing with emotions
- Giving and receiving feedback
- Assertiveness techniques
- Communicating with different types of people
- Personal action plans

**For more information, or to book your course, please call Sense IT on 0870 4296445
Or visit our web site –www.sensetraining.co.uk**