



for more information call
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BACK **Assertiveness**

Developing a More Positive Self Image

The ability to express your views confidently and generate the results you want when dealing with other people is an essential skill in any business environment.

Benefits

This course is designed to help individuals who need to:

- Improve their confidence to interact and communicate assertively when required
- Understand how to achieve a desired outcome without becoming aggressive
- Develop a self assured and professional approach when dealing with others

Content

The course will provide an insight to each individual's attitudes, beliefs and style when dealing with others. This will include the factors that determine assertion such as body, voice and message.

Tools and techniques will be explored and discussions of how these apply to and can be used by each individual.

The course will be highly interactive with ample opportunity for each individual to test theories and practice the techniques learned.

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