



Assertiveness Skills

Full Day Course
9:00am – 4:00pm



Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enquire online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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Last Updated: Oct 2011

Duration:

1 Full Day

Who should attend:

This one day workshop is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find the middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn how to get a better handle on managing their professional image.

Topics Covered:

- Understand the difference between passive, assertive and aggressive behaviour.
- Know the Rules for building self confidence.
- Recognise your self worth.
- Develop techniques to confidently express opinions, wants and needs.
- It's ok to speak up for yourself and stand up for what you believe in.
- Learn how to say "No" without being rude or feeling guilty.
- Develop strategies to improve self confidence.
- Learn techniques to cope with life and stressful situations.
- Communicate with power.
- Know the benefits of understanding various Personality Types.
- Identify your strengths and areas for improvement.
- Set SMART Goals that are aligned with your values.