



ASSERTIVENESS AND COMMUNICATION SKILLS

Course Description

Have you ever wondered how some people manage to stay in control of situations and avoid being pushed into things yet still maintain good relationships with everyone? This course is for those looking for help and techniques to deal with situations requiring good communication skills whilst standing firm where needed.

Target Audience

This course is suitable for anyone who needs to assert themselves yet remain professional and maintain good relationships.

Course Objectives

On completion of the course delegates will:

- Understand the features of assertiveness and benefits of assertive behaviour
- Recognise the link between assertiveness, confidence and self-esteem
- Appreciate the differences between aggressive, non-assertive and assertive behaviour
- Identify and demonstrate ways of dealing with criticism, confrontation, anger, and negativity effectively and positively
- Recognise and understand certain behavioural traits in themselves and others and know how to deal with them
- Be assertive and take control of, and manage, difficult situations confidently

Course Format

The course will be run as a workshop and include opportunities for discussion and practical exercises.

Course Content

- Understanding Assertiveness - what assertiveness is and isn't
- Skills of Assertiveness and reasons to use assertive techniques
- Building confidence and self-esteem
- Giving & Receiving Praise & Criticism
- Positive Communication Skills – how to make an impact through verbal and non-verbal means
- The Main Influencing / Personal Impact Styles
- Aggressive/Assertive/Passive
- Advantages and Disadvantages
- Definitions
- Behaviours
- Behavioural Styles – which are you?
- Saying "no" without feeling guilty
- Role Play activity to practice the skills
- Summary, Review and Personal Action Plans

Trainer Bernadette Ramsay BA MSc FCIPD

Bernadette is an experienced training and development specialist, whose particular strengths are in developing personal skills to make delegates more effective in a personal capacity and as part of a team. She is an experienced group facilitator and trainer with a track record of successful design, deliver and evaluation of a range of business and management development. She has 20 years experience working with people, including senior managers, in training, advising and coaching to develop their skills.

Duration 1 day

Date **13th March 2012**

Time 9.30 am – 5.00 pm

Venue Novotel London Tower Bridge. 10 Pepys Street, London EC3N 2NR

Fee **£225.00 +VAT** (including refreshments and buffet lunch)

Bookings To reserve a place on this course please contact Tony Gregory
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