

## ASSERTIVENESS AT WORK FULL DAY

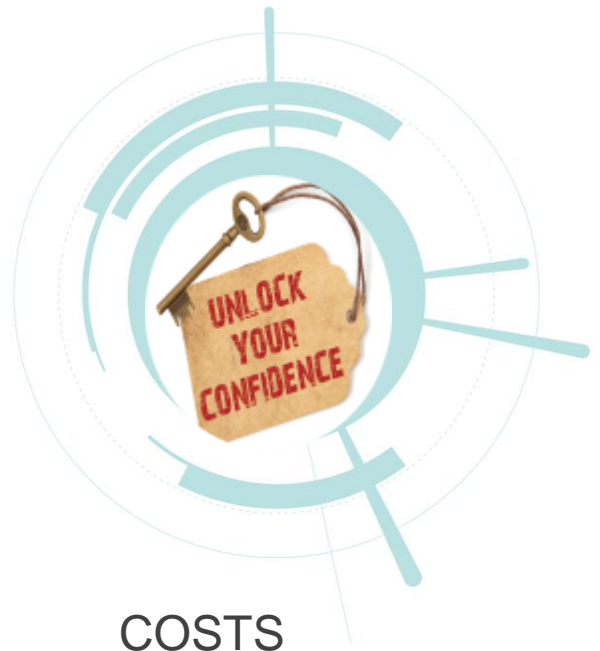
### COURSE OVERVIEW

This course will enable you to use assertiveness in the workplace to gain agreement, solve interpersonal problems, in response to conflict and confrontation, and to recognize barriers to effective relationships.

Ideal for anyone looking to improve their skills and knowledge in using assertive behavior and build effective working relationships, this course lasts 1 full day and will provide you with the tools and skills to implement into the workplace straight away.

### CONTENT

- What is Assertiveness
- Recognising Assertive, Aggressive and Passive behavior
- Definition of Assertiveness
- Bill of Rights
- Skills and techniques of Assertiveness
- Reviewing behavior
- Assertiveness model
- Personal style
- Assertiveness and Negotiation
- Giving and receiving feedback
- Handling criticism
- Reviewing learning



### COSTS

Per Group: £1000 + VAT

\*Maximum 10 delegates per group.

20% discount applied if Core HR

Subscriber.

Training can be delivered at your premises or off-site at our unique training suite.