

Communicating Assertively

Communication Skills

Business Writing

Creating & Keeping Business

Personal Development

Recruitment & Retention

The Complete Mngt. Portfolio

The Complete Trainer

Other

Course Code:	SSCOMASS
Duration:	2 Days
Pre-requisites:	There are no pre-requisites for this course.
Aims:	This course is aimed at people who want to develop their communication skills in order to create understanding & those wanting practical guidance on how to handle a range of working situations to achieve productive outcomes.
Objectives:	<p>On completion of this course delegates will be able to:</p> <ul style="list-style-type: none"> ▪ Explain the benefits of being assertive ▪ Recognise the impact of body language & tone of voice ▪ Enhance your working relationships through better interpersonal skills ▪ Deliver praise & constructive feedback ▪ Cope & deal with aggression or conflict effectively ▪ Develop a more confident approach to handling different workplace situations
Course Features:	This course uses interactive sessions, comprising discussion & feedback to help build sound communication skills. There is an opportunity for self-analysis & guidance on implementing assertiveness skills.
Content:	<p>What is assertiveness?</p> <ul style="list-style-type: none"> ✓ Defining what is meant by assertiveness ✓ Identifying the impact of aggressive, submissive & assertive behaviour ✓ Recognising the value of adopting assertive behaviour <p>Understanding behaviour & communication</p> <ul style="list-style-type: none"> ✓ Using 'Transactional Analysis' to understand behaviours ✓ How we affect & react to the behaviour of others ✓ Taking control using an effective communication formula <p>Assertiveness techniques for different situations</p> <ul style="list-style-type: none"> ✓ Giving & receiving feedback in a constructive manner ✓ Building a plan of action to implement your goals ✓ Knowing how to say no constructively <p>Our rights, responsibilities & self esteem</p> <ul style="list-style-type: none"> ✓ The link between assertiveness, self esteem & confidence ✓ Building inner confidence through rights & responsibilities ✓ Using 'self talk' to break unproductive behaviour patterns <p>Productive communication skills</p> <ul style="list-style-type: none"> ✓ Using assertive & positive language ✓ Know how to express your ideas & opinions clearly ✓ Being aware of the impact of your tone & body language

Perfect Partners:	<p>Other courses which naturally complement this course include:</p> <ul style="list-style-type: none"> ▪ Effective Communication – Key Principles ▪ Facilitation Skills ▪ Professional Telephone Skills
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