

ASSERTIVENESS



Overview

"The basic difference between being assertive and aggressive is how our words and behaviour affect the rights and well being of others." Sharon Anthony

Assertiveness is commonly misunderstood to be similar or the same as aggression. It is neither. It is an attitude of mind, a choice of behaviour and a set of values. What does it mean in today's business world? It means getting results the right way, with honesty, integrity and openness. It is about working in partnerships and building healthy, sustainable working relationships.

DURATION

1 Day

QUALIFICATION

In house

Course Content

- What is Assertiveness? What is it not?
- What are the alternatives
- The grey areas between 'yes' and 'no'
- How anyone can achieve it...instantly
- Assertive body language and other non-verbal behavior
- Self-assessment diagnostic questionnaire
- Self-communication...give yourself permission to assert
- Strategy for personal assertiveness

There are many more areas and each one can be adapted to your particular need.

Delivery Options

UK and Internationally Delivered



If you would like further information or for a dedicated Account manager to visit please contact us.

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For further information please call us on 0845 1307411

All course information & picture in this brochure are accurate at the time of publication and should be used for guidance purposes. Course content is general and actual course content varies at each centre.