



(As a person new to business you have to deal with a sticky problem with a customer)

They'll be here in five minutes. What on earth am I going to say?

(There's a knock on the door. They're early)

Take Control—Be More Assertive

Human communication is fraught with difficulties. Do you say what you really think, or do you say what the other person expects you to say. Sometimes it's difficult for each of us. However, encouraging open, honest and direct speech is usually the best way to get the job done—as long as nobody feels 'put down' and there is a 'win/win' outcome for all, if possible. There are times when we can't please all the people all the time—so what forms of behaviour will lead to the best outcomes?

Course Objectives.

In this course we will learn how to feel more 'in control' of our own behaviour during communication. Confidence levels will be improved by having specific tools to use in different situations. This will help improved contribution at meetings, during the selling process and when dealing with difficulties. Key points on how to deal with aggressiveness and submissiveness in others are covered. We particularly look at assertive face-to-face communication.

Course Content.

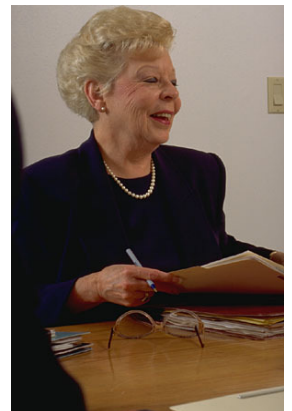
During the day we look at:

- The differences between aggressive and submissive behaviour in relation to assertiveness.
- Different types of assertiveness—and when to use them.
- Using words, tone of voice and body language to send the right message.
- Underlying principles that help us feel confident as well as assertive.
- How to think 'Win/Win'.
- Applying techniques in work situations.

Who should attend?

Assertive communication is a useful set of 'tools' that we can use every day. Communication might never be perfect, but this course will help improve it. If you are in business, employ staff or deal with people regularly, this course will be worth while.

Duration: One day.



development
partners