

Assertive Communication

1 Day

Assertive people communicate effectively. Learn how to be more assertive in your work communication. Get great results when you communicate with colleagues, managers and clients. Speak in ways that get others to pay attention. Use questions to uncover hidden agendas. Listen accurately. Respond professionally to others' behaviour. Handle difficult situations with flair.

What you'll learn to do in this course

You'll come out of this session with powerful tools for communicating assertively. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Speak in ways that command attention
- ☑ Eliminate misunderstandings by honing your listening skills
- ☑ Use influential language techniques
- ☑ Respond assertively to conflicts with colleagues or clients

Topics you'll cover

- Why assertiveness matters
- Five key ways to speak assertively
- Listening for hidden meanings
- Handling non-assertive people
- How to get great results from conflict
- Review and close

“think
learn?
succeed”

“Smart training for clever people”

What others have said about the course...

“I thought it was excellent - a refresher on some things and an introduction to new techniques - very engaging and professional.”

“Very easy to understand and follow. Straight to the point which was great.”

“Presenter was well prepared. She got her points across and her product knowledge and delivery of the subjects and content was great.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au