

# Assertiveness



A 2-day programme

## Who for:

Individuals who would like to become clearer, more confident and more grounded in their communication with others, without resorting to confrontation or manipulation; also anyone who would appreciate the benefits of improved results and relationships.

## In this programme, you will learn and practise:

- How to decide and define clear personal and mutual objectives that work for everyone involved
- How to state what you want concisely and confidently, and stick to the point
- How to underpin what you say with confident, congruent non-verbal messages
- How to receive and manage feedback, discussion, negotiation, criticism, and challenge from others
- How to give feedback to others, both positive and critical; how to ask someone to change their behaviour

