

Assertiveness

What are the specific details?

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|-----------------|---------------------|
| Duration | One day. |
| Cost | £175.00 per person. |

This workshop aims to provide you with the necessary skills and competencies to apply effective assertive behaviour confidently, and at the appropriate time. Upon completion of this workshop you will be able to plan for realistic change and be more effective, positive and competent in the workplace.

Who is this course suitable for?

Suitable for learners with some awareness of this area who want to develop their knowledge to aid their employment opportunities and for those in employment as part of their continuous professional development.

Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

How is the course delivered?

The Business Solutions team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at our Centre for Leadership.

What will I gain from this course?

Upon completion of this workshop you will receive a Certificate of Attendance and easy to follow hand-outs. You may also be interested in our one to one coaching service.

What will I learn?

This workshop will cover:

- Assertion, non-assertion, aggression
- Types of assertion
- Handling aggression, non-assertion
- Being assertive in different situations
- Increasing your assertiveness

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

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🌐 www.northbrook.ac.uk/BusinessSolutions

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