

In order to achieve maximum potential, we need to communicate effectively and clearly with others. This requires a high level of awareness and sensitivity to the impact that our behaviour is having on others. This workshop explores passive, aggressive and assertive behaviour, and develops skills in confidence and credibility. The workshop will enable you to:

- Increase yourself awareness
- Face tough situations confidently
- Make, refuse and accept requests appropriately
- Give and receive criticism constructively
- Say 'no' assertively

## Who Will Benefit?

Anyone who interacts with people, on the phone or face to face, and has a desire to improve their effectiveness

## Course Outline

- Identify the risks and benefits to becoming more assertive
- Define passive, aggressive and assertive behaviour
- Which one are you?
- The relationship between power, assertiveness, self- esteem and image
- Models of assertive communication
- Strategies for resolving differences
- Listening skills
- Action plan

## Duration

½ Day

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[www.xceedtraining.co.uk](http://www.xceedtraining.co.uk)

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