

Assertiveness skills

Course duration: Half-day to one-day

Course cost: Please contact Training Services Australia to discuss the rates for this course

Delivery method: Face-to-face, off-the-job facilitated learning
In-house workshop customised to meet client needs
Please note that this course is not currently offered as a public workshop

Course notes: A set of course notes has been developed to support the delivery of this workshop

Who should attend? All those wishing to learn about how to communicate assertively in the workplace

Pre-requisites: There are no pre-requisites for this course

Course content:

- About assertiveness
- Passive, aggressive and assertive behaviour
- Saying 'no'
- Assertiveness techniques
- Choosing assertive words
- Planning your behaviour in difficult situations
- Towards assertiveness
- Techniques for dealing with particular situations