



# NewGrange

TRAINING & SERVICES LTD

*Better People, Better Business®*

## Assertiveness Skills

**Assertiveness is for everyone. It is a skill in much the same way that delegating, negotiating and other business skills are basically communication skills. Assertiveness is a skill that enables people to be more confident and to say the right thing at the right time.**

**This half day course will enable delegates to assess their current approach to assertiveness and to develop the interpersonal skills required to be assertive in the correct situations.**

**Course Location:** On-Site at your premises

**Course Duration:** One Half Day 3Hrs, AM or PM (date to suit you)

**No. of Delegates:** 12 delegates max

### Course Programme to include:

- What is assertiveness?  
*What it is not, Why we need it, Assertive aims*
- Communication principles
- Two way communication  
*Listening, Voice & Body language*
- Understanding the importance of assertiveness in communication
- The choices of the communicator
- How to be assertive
- Assertiveness techniques
- Handling difficult situations
- Understanding and dealing with assertiveness and conflict
- Group work with practical exercises

### Delegates Receive:

Certificate of Training

Course Notes

Course Materials

Tel: +44(0) 1562 632143

Fax: +44(0) 1562 632584

email: [info@newgrangetraining.co.uk](mailto:info@newgrangetraining.co.uk)

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