

A Guide to Assertiveness

Suitable for those who either behave too aggressively or passively towards others and would benefit from adopting a more balanced, empathetic approach

Objectives:

Delegates will learn the difference between aggressive and assertive and how to use the skills in order to operate more effectively both in and out of work

Content Covers:

- The problems of aggressive and passive behaviours
- Understanding assertiveness and the benefits
- The steps of assertiveness
- Assertive communication
- Assertive body language
- Calming down angry people
- Making yourself heard
- How to say “no”
- Workable compromise
- Handy assertive techniques

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters