

Assertiveness Training

Assertive behaviour enables individuals to stand up for themselves without resorting to passive or aggressive approaches.

Assertiveness enables individuals to maintain self-respect whilst commanding the respect of others.

Objectives

After successful completion of this course, participants will be able to:

- Recognise the difference between aggressive, assertive and passive response styles,
- Understand some psychological techniques of persuasion,
- Identify strategies for handling aggressive responses in others,
- Implement a variety of assertive techniques,
- Use assertive verbal and non-verbal skills more effectively in business and personal situations.

Benefits

For the participant, a feeling of being empowered to assume leadership functions.

For the organisation, improved productivity and communication.

Umansky & Associates Pty Ltd

M: +61 421 279 199

www.umansky.com.au