

Aim:	To identify the need for assertiveness in the working environment and practise key assertiveness skills; to equip participants with the skills of handling difficult situations with confidence and tact and getting their point across effectively and without causing offence.
Target group:	This course is aimed at those who would like to improve their personal effectiveness through communication and who have had little or no previous training in assertiveness.
Course content:	<ul style="list-style-type: none">• Relationships with others by exploring behaviours in the workplace.• Effective behaviour on workplace performance.• Learning to recognize assertive behaviour and its positive results.• Identifying difficult situations in which assertiveness can help.• Recognizing aggressive, submissive and assertive behaviour.• Using interpersonal skills, questioning listening, summarizing, body language, intervention style and feedback.• Appreciate the links between assertiveness and self-esteem and how to develop them.
Duration:	90 minute webinar: downloadable replay available.
Certification:	All delegates will receive a Megamorphose Certificate of Attendance in order to record continuous professional development.