

# Course Outline

“think  
learn?  
succeed”

“smart training for clever people”

## Assertive Communication

1 Day

Assertive people communicate effectively. Learn how to be more assertive in your work communication. Get great results when you communicate with colleagues, managers and clients. Speak in ways that get others to pay attention. Use questions to uncover hidden agendas. Listen accurately. Respond professionally to others' behaviour. Handle difficult situations with flair.

### What you'll learn to do in this course

You'll come out of this session with powerful tools for communicating assertively. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Speak in ways that command attention
- Eliminate misunderstandings by honing your listening skills
- Use influential language techniques
- Respond assertively to conflicts with colleagues or clients

### Topics you'll cover

Why assertiveness matters  
Five key ways to speak assertively  
Listening for hidden meanings  
Handling non-assertive people  
How to get great results from conflict  
Review and close

### What others have said about the course...

**'Interesting, engaging, great practical strategies to practice and implement'**  
Juliette. University of Western Sydney College 2015

**'Helpful for planning, reflecting, diagnosing and building on practical skills'**  
Joey. Smart Design Studio 2015

**“Well run, well presented, excellently lead and managed. Solution focussed**  
Natasha. Calvary Mater 2015

**'Good hands on training with excellent interaction and learning opportunities'**  
Lutan. Thales Australia 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at [www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)