

Assertiveness Skills

- How to enhance your assertiveness and your image -

Quaestus Consulting

TRAINING CLUB



Quaestus Training Club

This course is one of a suite of 1 and 2-day workshops offered by Quaestus Training Club.

Join Training Club and become part of a local community of leading organisations, where you know the trainers, get involved in the design of high quality workshops and immerse your employees in a stimulating training environment.

For more details visit our website www.quaestus.co.uk or call Linda Wilkinson on 01752 300192 now.

"The basic difference between being assertive and being aggressive is how our words and behaviour affect the rights and well being of others."

Sharon Anthony Bower
Author

Overall Objective(s)

To achieve improved results and relationships through developing a more assertive, confident and credible image.

Who Should Attend?

Anyone who wants to improve their assertiveness skills and hence their overall effectiveness, interpersonal relationships and efficiency both in and out of work.

Learning Outcomes

At the end of the course participants will be able to:

- Communicate with increased confidence and present themselves more assertively
- Develop and maintain effective working relationships
- Develop and maintain a positive attitude

Course Dates

Please refer to latest schedule.

Timings

0915 – 1630 with mid morning and mid afternoon breaks and a short break for lunch.

How to Book

Either on-line at www.quaestus.co.uk or Telephone: Linda Wilkinson on 01752 300192

Course Content

Course content will include:

- An analysis of assertive styles and behaviours
- How to be more assertive
- The importance of assertive/effective communications
- Giving and receiving compliments
- Giving and receiving constructive feedback
- Respecting the rights of self and others
- Standing up for yourself
- The effects of a positive attitude

Members of Quaestus Training Club will use their membership entitlement accordingly.

For Non Members, the Pay As You Go cost for individual 1-day workshops is £260 (+ VAT).

(Cost includes refreshments, lunch and delegate materials).

Other courses offered by Quaestus Training Club:

2-day events

Influencing & Negotiating Skills
Interviewing Skills
Leadership Skills
Presentation Skills
Problem Solving & Decision Making
Project Management
Report Writing Skills

1-day events

Time Management Skills
Managing Positive Meetings
Finance for the Non Financial Manager
Driving Performance

and look out for our other 'Specials'....

Course Design and Methodology

The day will be a combination of:

- Lecturer input
- Syndicate work, including some role play
- Small group and 1:1 working
- Personal exploration
- Quizzes and questionnaires

Pre-Work

This will include:

- Short quiz to identify individual style
- Reflection on current practices and skill level
- Brief pre-reading
- Delegates will be asked to think about situations where they have been assertive/non assertive and the outcomes - to be used as part of our learning during the workshop

All available via our new on line training platform.

Quaestus On Line Training Centre

With our **brand new on line training centre**, delegates can gain access to a wealth of features and information to support them on their training course:

- Course Pre-work and Assignments
- Downloadable Articles
- Useful Links and Book Lists
- Diagnostic Questionnaires
- Discussion Forums
- Contact the Course Tutor
- Submit Feedback
- Course Completion Certificates
- Exclusive fortnightly "Action Point" Emails

They'll still get **first class face to face training** with one of our team, but our new on line centre will support them every step of the way as they transfer their new skills to the workplace.

