

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.

Successful completion of this 1-day workshop will give you 6 hours of CPD points accredited by the Solicitors Regulation Authority.

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

6 July 2010 - Basepoint Centre, Exeter
21 October 2010 - Marsh Farm Hotel, Wootton Bassett, Swindon

Timings

0900 - 1630 with mid morning and mid afternoon breaks and an hour 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

Course Design and Methodology

The day will be a combination of:

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

Pre-Work

In preparation for this workshop, participants will need to spend some time reflecting on their behaviour in different situations and complete an Assertiveness quiz.

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 £250 (+ VAT).

(Cost includes refreshments, lunch and delegate materials).

The Trainer – Diane Whelan

Diane has a wealth of experience gained from roles both in management and training and development across a broad range of industries.

A graduate of the Universities of Hertfordshire, Thames Valley and Lancaster, Diane gained postgraduate qualifications in business and training management, and a Masters Degree in Management Learning. She is also a licensed practitioner of Myers Briggs and Belbin Interplace.

Diane is astutely business focused and has an ability to seek creative and flexible solutions to organisational and individual learning needs alike. She believes that delegates need to be involved, challenged but also have fun for training and development to be effective and is passionate about ensuring the transfer of learning to the workplace.

Diane lives in Wiltshire with her husband and two young daughters.

Other courses offered by Quaestus Training Club:

2-day events

Effectiveness at Work
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'....

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