



· LPD ASSOCIATES ·
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Course Outline

Assertive Communication

Assertive communicators can express themselves confidently without resorting to passive, aggressive or manipulative behaviours. By developing assertiveness and raising our awareness of our own strengths and weaknesses, we can modify our behaviour and become more skilled at managing social and business interactions. In this programme, we show you how to become more confident and assertive, which in turn will help you take control of your daily life, be more effective and productive in the workplace and better able to overcome stressful situations.

This session is ideal for anyone who lacks confidence and/or needs to develop their assertiveness and communication skills.

At the end of the Assertive Communication Workshop, you will be able to:

- Define assertiveness and the positive impact it has you and on others
 - Understand the importance of assertive communication
 - Appreciate that everyone has rights and know how to stand by yours
 - Communicate more positively and effectively
 - Improve your self-esteem
 - Follow a clear process for approaching situations assertively:
 - Give and receive constructive feedback that informs and motivates
 - Minimise and manage conflict
 - Hold courageous conversations with positive outcomes.
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Delivery designed around you

Our delivery style is fun, interactive and dynamic: we believe that everyone learns more efficiently when they're enjoying themselves! By developing delegates' knowledge and understanding and providing tools and strategies for transferring their learning to the workplace, our workshops quickly increase your people's effectiveness.

Programmes can be tailored to your exact needs and delivered as full or half-day workshops or as separate modules, depending on the outcomes you want to achieve. We also offer follow-up coaching for individuals and teams. It's our mission to give excellent returns on your training investment with real value for money and flexible, friendly delivery.

Want to discuss your particular learning and development requirements? Contact Adrian or Lisa at LPD.

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