

Duration 1 day

Course Description

Attending this workshop will give you the opportunity to examine the ways in which your own behaviour and beliefs influence the way you deal with people.

The Aim

To improve your effectiveness in dealing with people in a variety of situations.

Objectives

By the end of the course, delegates will be able to:

- Identify the differences between aggressive, passive and assertive behaviour
- Feel more confident about handling difficult situations and difficult people
- Improve their skills in stating their point of view and getting what they want out of their work and life

Subject Areas

- Aggressive, passive and assertive behaviours
- Rights and responsibilities
- Body language
- Making and refusing requests
- Giving and receiving criticism
- Resolving conflict
- Practical application of skills