



“ASSERTIVE COMMUNICATION 2 (2+ HOURS)

- Do you have team members who have difficulty getting others to do what you want?
- Do they get what they want but sometimes at the expense of positive relationships?
- Do they withhold valuable feedback from others to avoid conflict?
- Do they gossip, whinge, or use sarcasm and other types of destructive communication?
- Do they find it difficult to ask for things and say yes when you really wanted to say no?
- Do you have team members who are unhappy and/or leave because of these behaviours?
- Would you like a cost effective solution to this problem?

This program reinforces and extends the learning from “Assertive Communication1”. It covers the important assertive skills of:

- Asking
- Saying ‘No’

It also provides a range of very useful assertive communication tools to help participants communicate more assertively with customers and with each other. Those include:

- Voice Inflections
- Matching
- Pacing
- ‘I’ Messages
- Using the ‘DESC’ script to negotiate behavioural changes

Participants get to practise using these tools in relation to any ‘real life’ challenges they may be currently experiencing.

This program is another powerful tool in building a culture of positivity, honest evaluation and self-correction.