

Assertive Communication

Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

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Have you ever been told you're too blunt? Do you find it difficult to get your views across? Do you find it hard to say NO?

If you are either not assertive enough or perceived as aggressive, then this workshop is just for you. Develop your skills to express your views in a confident manner and communicate effectively with people at all levels.

An ideal platform for our Dealing With Difficult People workshop, the Assertive Communication workshop is also a logical next step following the completion of a workplace communication skills workshop.

Effective communication is one of the most essential elements of workplace co-operation and teamwork. There are, however, some people who have difficulty in communicating their point of view in a clear and assertive manner. This often results in staff becoming either aggressive or passive in their communication, particularly in times of pressure or conflict.

During this workshop participants will:

- Learn how to identify and utilise assertive communication skills more effectively to enhance co-operation
- Learn to identify their own personal communication style
- Learn about appropriate forms of communication and when it's important to be assertive
- Learn the key blockers of assertiveness
- Learn how to manage issues of conflict and misunderstanding in both the work and personal environments

Dates

Wednesday 17th February 2010

Tuesday 17th August 2010

Investment \$385