



Speak up & make a difference!

## ASSERTIVENESS TRAINING

Do you want to feel confident to speak up in challenging situations, improve authority and recognition, be more positive and self-assured, resolve challenges, create better relationships and speak up as a leader?

Then this course is for you!

## Empower, Enrich and Influence Your Life & Others

This 2-day Assertiveness Training Course provides you with the knowledge, tools, tactics and practical experience to communicate assertively.

You will learn from qualified trainers, professional communicators and experienced business leaders in a friendly, encouraging and supportive environment to:

- Understand your assertiveness style and preference
- Develop inner strength
- Listen & respond assertively to criticism & feedback
- Be able to accept and refuse requests
- Prepare for and hold difficult conversations
- Increase your active listening skills
- Improve knowledge & use of powerful questions
- Gain deeper understanding and compassion
- Stay calm and express your ideas and opinions in a direct, honest manner



Your satisfaction is 100% guaranteed.

### At this course you will receive:

- ✓ A pre-course webinar to introduce assertiveness foundations and identify your strengths and weaknesses
- ✓ Strategies and techniques to develop your assertiveness and a positive sense of self
- ✓ Real-life related scenarios and role-plays with collaborative discussion to embed new skills
- ✓ Assertiveness Training Workbook to capture your ideas and action plans
- ✓ Videos of your role-plays for review and reflection
- ✓ An action plan for your must-solve situations
- ✓ Constructive feedback and coaching to improve
- ✓ Certificate of Achievement

## Book Now!

Phone: 0401 059 934 | Email: [training@artofcommunicating.com.au](mailto:training@artofcommunicating.com.au)

Training at your premises | or our training room location: Adina Apartment Hotel, 511 Kent St. Sydney