

Outline

- Develop a positive & assertive communication style improving work place performance & relationships.
- How to identify different communication styles, essential for developing effective & assertive communication skills.
- Being assertive means respecting yourself & others.
- The ability to clearly express thoughts & feelings through open, honest & direct communication.
- [Booking Form](#)

Topics Covered

- Learn key communication skills to enhance workplace performance
- Maintain own self-esteem & that of others
- Give honest & constructive feedback
- Distinguish between assertive, aggressive & passive behaviour
- Deal with difficult behaviour in others
- Identify & overcome barriers to communication
- Deliver presentations effectively & confidently
- Develop an awareness of body language skills
- Handle & ask questions effectively

Refreshments

- Refreshments provided please bring your own lunch.

Equipment

- [Growtrain Ltd, 8b Woodhorn Business Centre, Woodhorn Lane, Oving, Chichester, West Sussex, PO20 2BX](#)
- Please park only in Growtrain allocated bays when arriving for training.
- If in doubt, please ask a member of staff on arrival.