



# Speak Up! Speak Out!



## Assertive Communication Skills Workshop

Facilitated by Deborah May

**Communication is the oil required to make teams run smoothly and make working together easy.**

Assertive communication ensures honest, open and collaborative relationships, but not everyone knows how to do it – or is game to try it.

In this two-hour interactive workshop, Deborah explores:

- ✓ The difference between aggressive behaviour, submissive behaviour and assertive behaviour
- ✓ The benefits of assertive communication
- ✓ How to say no and live through it!
- ✓ How to give and receive honest, relevant and effective feedback
- ✓ How to get heard and be noticed

### Testimonials

*"Excellent course – useful for both personal and professional application"*

*"Deborah is excellent, very professional, clearly spoken, allowed for self reflection and learning from others in the group"*

*"This course was life changing! A must do for everyone in my organisation!"*