



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!"