

Personal Impact Communication and Assertiveness



Communicate with Confidence and Assert Yourself

If you want to communicate effectively, being able to assert yourself is essential. When you're assertive you portray a strong, confident image and are able to put your views across while taking other people's opinions into account.

This module will help you to behave assertively, communicate more effectively to achieve what you want and deserve.

Who is this assertiveness module for?

People who want to improve their personal effectiveness by being assertive in the workplace and building better working relationships with others.

This assertiveness and communications module is ideal both for those who lack confidence and find it difficult to put their opinions and requirements across with authority, and for those who tend to be aggressive rather than assertive.

Benefits of this assertiveness module

- Gain a deeper understanding of the impact non-verbal communication has on people
- Become more aware of their style of behaviour and its effect on others
- Identify the barriers to assertive behaviour and how they can be overcome
- Know how to express ideas and present information with authority and conviction
- Turn negative thoughts around and act positively
- Learn how to say 'no', where appropriate
- Give and receive criticism constructively
- Know how to deal with challenging behaviour and emotions, such as frustration and anger effectively
- Project confidence when communicating with others

What you will learn...

- What is assertiveness?
- Behavioural styles
- Self-esteem and confidence
- Managing inner dialogue
- Body language and voice
- How to be assertive - practical techniques
- Handling emotions and difficult behaviour

If you would like to know more please contact **Trayton Vance**:

Enabling Visions Ltd

1 Friary
Temple Quay
Bristol BS1 6EA

Tel: 0117 344 5009

Email: enquiries@enablingvisions.com

Web: www.enablingvisions.com