



Assertive skills workshop

In today's work places and particularly in the service sector effective communication is vital. Not only can lack of assertiveness cause frustration and anger in individuals it can affect service delivery and profitability in an organisation. Most of us are assertive in some interactions but wish we could be more in control in others. This workshop helps participants to address the following issues.

- Identify different modes of behaviour.
- Assess their preferred mode of behaviour.
- Identify their personal response to aggressive and other non-assertive behaviour.
- Develop skills and strategies for being more assertive.
- Using assertive skills to achieve win-win negotiations.

www.oasisolutions.co.uk

23 Arthur Road Erdington Birmingham B24 9EX t 08700 46 72 86 f 08700 46 72 87 e enquiries@oasisolutions.co.uk

Oasis Solutions is a trading name of Cymbals Consultancy Ltd. Registered in England and Wales No. 4322487 Registered office as above