

**ASSERTIVENESS AND  
INTERPERSONAL SKILLS**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
AIS	9 <sup>th</sup> May 2013

<b><i>Main Aim and Key Benefits:</i></b>	Recognising and dealing assertively with different behaviours in the workplace is an effective management technique. This workshop will give you the skills needed to communicate effectively and assertively when dealing with different workstyles and behaviours and where necessary handle any conflict to a win/win outcome.
<b><i>Course Content</i></b>	<ul style="list-style-type: none"> <li>• Basic principles of assertiveness</li> <li>• Workstyles</li> <li>• Key elements of interpersonal communication</li> <li>• Types of assertiveness</li> <li>• Dealing with aggressive and submissive behaviour</li> <li>• Handling conflict and stating your case</li> <li>• Role plays, discussion and feedback</li> <li>• Personal action plan</li> </ul>
<b><i>Training Methods:</i></b>	<ul style="list-style-type: none"> <li>• Presentations</li> <li>• Syndicate exercises</li> <li>• Group discussions</li> </ul>
<b><i>Who will benefit from attending:</i></b>	Bursars, Assistant Bursars, Head of Department and Senior Team Leaders
<b><i>Duration:</i></b>	1 day
<b><i>Certification:</i></b>	OBT and Progressive Training
<b><i>Fee (excl VAT):</i></b>	£167.50
<b><i>Training Provider:</i></b>	Progressive Training