



OBT

OBT Course Outline

DEALING WITH DEMANDING PEOPLE ASSERTIVELY

<i>Main Aims and Key Benefits:</i>	This 1 day programme has been designed to give the skills required to cope with these challenges in a professional and assertive manner.
<i>Course Content:</i>	<ul style="list-style-type: none">▪ The basic principles of assertiveness▪ Identifying assertive, submissive and aggressive behaviour▪ Identifying own 'work style' and that of colleagues▪ Recognising submissive and aggressive behaviour▪ Responding to submissive and aggressive behaviour▪ Assertive responses▪ Choosing an appropriate response in different situations
<i>Training Methods:</i>	<ul style="list-style-type: none">▪ Presentations▪ Syndicate exercises/group discussions▪ Scenarios/role plays▪ Individual exercises▪ Demonstrations
<i>Who will benefit:</i>	Assistant Bursars, Lodge Porters, Office Personnel and Supervisors, Sales and Events team
<i>Duration:</i>	1 day
<i>Certification:</i>	OBT and Progressive Training
<i>Training Provider:</i>	Progressive Training