

OBT Course Outline

DEALING WITH DEMANDING PEOPLE ASSERTIVELY

Main Aims and Key Benefits:	This 1 day programme has been designed to give the skills required to cope with these challenges in a professional and assertive manner.
Course Content:	<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
Training Methods:	<ul style="list-style-type: none"> ▪ Presentations ▪ Syndicate exercises/group discussions ▪ Scenarios/role plays ▪ Individual exercises ▪ Demonstrations
Who will benefit:	Assistant Bursars, Lodge Porters, Office Personnel and Supervisors, Sales and Events team
Duration:	1 day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training