

Assertiveness Skills

Life can be overwhelming and stressful for people who have trouble saying 'no'. At the same time, relationships can be damaged by communicating in an overpowering way.

This program teaches simple techniques that dramatically change the way participants think about themselves and how they influence others. Our assertiveness skills training helps participants to

- confidently stand their ground
- moderate any overbearing communication styles.

Audience

This assertiveness skills training course is designed for people who want to:

- improve confidence
- learn how to effectively deal with an overload of demands
- deliver confident and assertive, yet non-aggressive messages.

This is also a great program for people who are sometimes perceived to be communicating too powerfully.

Outcomes

Learn how to:

- Set and achieve goals
- Improve confidence
- Deliver an assertive verbal and non-verbal communication style
- Improve self-esteem and confidence
- Handle difficult people
- Create positive relationships
- Deal with challenging situations
- Ask for what they want
- Be assertive, not aggressive.

Tailored group training - in-house or through virtual workshops

Ask us how we will tailor this program to your organisation or team.

Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au or start a 'chat' on our website icml.com.au/.

Virtual Workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

Tailored group training – in-house or through virtual workshops

Ask us how we will tailor this program to your organisation or team. Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au.

