ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



COMMUNICATION AND INTERPERSONAL SKILLS

Assertiveness Skills

Build confidence, set boundaries and communicate assertively without damaging relationships.

WHO IT'S FOR

Professionals who want to speak up, say no and set boundaries with confidence.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Recognise passive, aggressive and assertive behaviour
- Ask for what you need clearly and respectfully
- Say no and set boundaries without damaging relationships
- Use assertive body language, tone and wording
- Respond to criticism and pushback calmly
- Manage self-talk and stay confident in challenging situations

ABOUT THIS PROGRAM

Our assertiveness training helps people find the middle ground between going along with everything and pushing too hard. Some people say yes to every request and quietly drown in work. Others come across as aggressive when they only mean to be direct. Many simply stay silent and let their ideas go unheard. Participants learn to ask for what they need, say no, set boundaries and respond to criticism calmly, using wording, tone and body language that keep relationships intact. They practise on their own situations, so they leave confident to speak up.

Tailored to your organisation

We build in your values, your terminology and realistic scenarios, and can focus on assertive leadership or on confidence and self-esteem.

"

Justine was absolutely lovely! The training was fun and informative and I feel like I learnt a lot!

Royal Victorian Eye and Ear Hospital – Victoria

Talk to us about this program

1300 655 098 · info@icml.com.au

Enquire online