

Assertiveness and Personal Effectiveness

course description

Assertiveness is different from aggression. It is saying what you think and what you want without violating the rights of the people around you. Although assertiveness is essential in business, many people find it difficult to be assertive.

The objective of this course is to help participants become more confident, assertive and personally effective. The course looks at different aspects of effectiveness and assertiveness, including different approaches that are attributable to cultural and linguistic diversity. Exercises and role plays ensure the practical orientation of the course.

learning objectives

By the end of the course, participants will be able to:

- define assertive and effective behaviour, while recognising their own aggressive and passive behaviours
- understand the impact of cultural and linguistic diversity on assertiveness
- use three main assertiveness tools (basic, empathetic and negative feelings)
- understand the importance of a range of communication tools and how to apply them
- set goals and action plans for improving key relationships in the workplace

target audience

All staff

duration

1 day for up to 12 participants



Registration Form

Assertiveness & Personal Effectiveness Luxembourg, 17 March 2010

Form to be completed by training department / line manager:

Name: _____ First Name: _____

Company: _____

Position: _____

Telephone: _____ Fax: _____

Email: _____

Register the following person for the training course:

Name / first name / position

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Mrs/Miss/Mr _____

Billing Address: _____

I have read and accept the terms and conditions.

Signature: _____ Date: _____

Please return this form by fax to : +352 – 22 55 99 99 or +352 22 06 39



Terms & Conditions:

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation Policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contacts:

For further information, please contact the fast training team:

Telephone: +352 22 55 99 – 50

Fax: +352 22 55 99 – 99

Email: info@fast.lu