

## effective communication

### course description

Effective communication means assertive communication. Assertiveness is different from aggression. It is saying what you think and what you want without violating the rights of the people around you.

The objective of this course is to help participants become more confident, assertive and personally effective in their communication. The course looks at different aspects of effective and assertive communication, 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 communication, while recognising their own communication strengths and weaknesses
- understand the impact of cultural and linguistic diversity on assertive communication
- understand the impact of listening to effective communication
- understand the importance of a range of communication tools and how to apply them
- set communication goals within the framework of an action plan for improving key relationships in the workplace.

### target audience

Anyone who needs to communicate their ideas assertively in a high pressure environment. It is also very useful for those who want to communicate assertively with people that show aggressive or submissive behaviors and for those that need to create an effective communication strategy for their teams or colleagues.

### duration

1 day for up to 12 participants



# REGISTRATION FORM

Form to be completed by training department / line manager

## Effective Communication 07 September 2010

I, undersigned

Name	
First name	
Company	
Position	
Telephone	
Fax	
Email	
Billing address	

register the following person/people for the above-mentioned training course :

	Name	First name	Position
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			

I have read and accept the following terms and conditions

Date and signature

**Please return this form by fax to +352 22.55.99.99 or +352 22.06.39**

## Terms and 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.

### Contact

For further information, please contact your Coordination Manager:

Telephone: +352 22.55.99.1

Fax: +352 22.55.99.99

Email: [info@fasttraining.eu](mailto:info@fasttraining.eu)