CDU Short Courses

Assertion Skills

A 1 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION
This course provides participants with the skills to express their thoughts, feelings and beliefs without violating the rights of others. Participants will develop confidence and gain an understanding of the value of the assertive style in defusing problem situations. From this course, individuals will discover that learning assertive behaviour will help allow them to talk about their needs and ideas and the preferred outcome, without arousing defensiveness in the person or group being addressed.

LEARNING OUTCOMES
Participants who complete this course should be able to:
• Personal communication styles
• Differences between assertive, submissive/passive and aggressive styles
• Responding to the communication styles of others
• Types of assertive behaviour
• Building confidence and self esteem
• Handling difficult situations

COURSE CONTENT
This course covers the following areas:
• Identify assertive and non-assertive behaviour
• Develop methods and skills for becoming more assertive
• Learn to deal with people more effectively
• Build self-esteem and overcome self-defeating behaviour

FOR MORE INFORMATION CONTACT
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