

Peter Dhu and Corporate Communication Experts present

ASSERTIVE COMMUNICATION SKILLS FOR WOMEN



Corporate Communication Experts

PERTH WORKSHOPS

Wednesday 27 Sept 2017

Pilbara Room, SLWA

9.30 am to 4.30 pm

\$345 + GST



Honest, genuine and authentic communication has been found to be the number one communication trait required for effective leadership. However a common pattern in people's communication, particularly women, is the lack of awareness and capacity to be assertive when communicating. Assertive communication will help you reduce workplace conflict, help you negotiate, speak up at meetings and deal with difficult conversations. In turn these skills will enhance your self-esteem, increase your confidence and reduce your fear and anxiety. Do you find it difficult to be assertive? Do you find it difficult to say no? Do you say what you mean? Do you handle conflict in the workplace?

This one day workshop is designed to help women who want to develop their self-confidence and communicate effectively and assertively with work colleagues at all levels.

Course Content

At the end of this workshop you will be able to:

- 1 Recognise the difference between assertive, passive and aggressive communication
- 2 Be able to recognise the barriers and myths that surround assertive communication and how they may influence your thinking and behavior
- 3 Complete a self-audit and recognise where your current strengths and weakness are when communicating with others
- 4 Use practical strategies to communicate more assertively using different techniques
- 5 Use practical skills and tools to deal with criticism, both constructive and destructive
- 6 Learn how to be more assertive in the workplace
- 7 Say no without feeling guilty and to give and receive feedback
- 8 Use appropriate, credible and assertive body language

www.peterdhu.com.au



Date: Wednesday 27 September 2017

Venue: State Library of Western Australia
25 Frances Street, Perth 6000
Pilbara Room

Time: 9:30 am to 4:30 pm

Investment: \$345 + GST

What's included: Morning and afternoon tea

For More Info: 0408930993 | violet@violetdhu.com.au

Learning Outcomes

At the end of this workshop you will have the following skills:

- ✔ You will have a thorough understanding of communication styles and the importance of being assertive.
- ✔ You will be more self-aware of your own communication style and how you are perceived by others both verbally and non-verbally.
- ✔ You will learn and practise practical tools to be more assertive and deal with difficult situations.
- ✔ You will know when and how to use these new skills.

About the Facilitator

Violet Dhu has over fifteen years' experience in helping people develop their interpersonal and communication skills. As an experienced social worker, trainer, and graduate of the Harvard Negotiation Institute,



Violet has worked with many people who are dealing with difficult situations in their workplace. These include difficult conversations, bullying, workplace conflict, anxiety and low self-esteem.

Violet provides training and coaching in the areas of assertive communication, interpersonal skills, difficult conversations, office etiquette and nonverbal communication.

In her career, Violet has helped hundreds of people to speak up, communicate effectively and to participate in conversations confidently.

REGISTRATION

Name of Participant _____

Phone Number _____ **Email** _____

Address _____



Return to: info@peterdhu.com.au
PO Box 479, Leederville, WA 6902
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On receipt of your registration, a tax invoice for payment before the workshop will be sent to you. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.

Thank you for your business!



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