



Assertive Communication Skills: How to use assertive communication to communicate more effectively

Bendigo Workshop

22 March 2019

HFMA Board Room

A common pattern in people's communication is the lack of awareness and capacity to be assertive. Do you find it difficult to be assertive? Do you find it difficult to say no? Does this result in conflict in your relationships or workplace? This one day workshop is designed to help people to communicate assertively and to be comfortable with assertiveness. Assertive Communication Skills: How to use assertive communication to communicate more effectively

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

- ◆ Recognise the difference between assertive, passive and aggressive communication
- ◆ Be able to recognise the barriers and myths that surround assertive communication and how they may influence your thinking and behavior
- ◆ Complete a self audit and recognise where your current strengths and weakness are when communicating with others
- ◆ Use practical strategies to communicate more assertively using different techniques
- ◆ Use practical skills to deal with criticism, both constructive and destructive.
- ◆ Learn how to be more assertive in the workplace

"In business you can never
learn anything more
important than
communication"
– Max Markson



Assertive Communication Skills:

How to use assertive
communication
to communicate more effectively

Date

22 March 2019

Venue

HFMA Board Room
Level 2, 23 - 25 Mitchell Street
Bendigo VIC 3550

Time

9.30 am to 4.30 pm

Investment

\$305 + GST

What's included

M/A tea, course notes and free newsletter



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 University 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, stress and low self-esteem. Violet provides training and coaching in the areas of assertive communication, interpersonal skills, difficult conversations, office etiquette, nonverbal communication and women in leadership. In her career, Violet has helped thousands of people to speak up, communicate effectively and to participate in conversations confidently.

REGISTRATION

Name of Participant _____

Phone Number _____ Email _____

Address _____

Return to: Violet Dhu at info@peterdhu.com.au
or 115 Tower Street, West Leederville WA 6007 or Fax 08 6314 1620

On receipt of your registration I will send out a tax invoice for payment before the workshop. 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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