



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

### PERTH Workshop

Wednesday 7 August 2019

Pilbara Room, SLWA

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

Wednesday 7 August 2019

## Venue

Pilbara Room  
State Library of WA  
25 Frances Street, Perth 6000

## Time

9.30 am to 4.30 pm

## Investment

\$345 + 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](mailto: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.*

 0408930993

 [www.violetdhu.com.au](http://www.violetdhu.com.au)

 [violet@violetdhu.com.au](mailto:violet@violetdhu.com.au)