

ASSERTIVE COMMUNICATION SKILLS

How to use assertiveness to communicate more effectively



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?

Assertive communication will help you reduce workplace conflict, assist you with the skills to speak up at meetings and deal with difficult conversations. In turn, these skills will assist with strengthening your self-esteem and reducing your anxiety.

This workshop is designed to help people to communicate assertively and to be comfortable with assertiveness and speaking up confidently.

COURSE CONTENTS:

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

DURATION: FULL-DAY WORKSHOP

*****This workshop can be delivered as an in-house corporate workshop. It will be customised to meet your organisational training needs and the key learning outcomes are set to match your requirements.***





VIOLET DHU

INTERPERSONAL
COMMUNICATION SKILLS,
LEADERSHIP TRAINER & COACH

ABOUT THE FACILITATOR

Violet has over 20 years experience working with organisations and teams to develop effective and confident communication skills by teaching leaders to embrace those difficult conversations.

As an experienced trainer, speaker, coach and graduate of the Harvard University Negotiation Institute she has the ability to engage people and put them at ease so they can learn to increase their self-awareness and optimise their communication with others.

Violet has worked with many organisations and leaders to enhance their ability to be confident in their communication and deal with the pointy end of communication in the workplace.

Her key message is that if you learn to be honest and respectful in your communication, then people will trust you, listen to you and work effectively with you.

DATE: Monday, 12th October 2020

TIME: 9:30 AM - 4:30 PM WAST

VENUE: Liberty Flexible Work Spaces, Amberley Boardroom
1060 Hay Street, West Perth, WA 6005

WHAT'S INCLUDED: M/A Tea, workbook, newsletter

INVESTMENT

- Not For Profit Organisation: \$400 + GST
- Early Bird Registration: \$425 + GST ***sale ends 28 Sept 2020**
- Full Registration: \$450 + GST

REGISTRATION

NAME:

PHONE NUMBER:

EMAIL ADDRESS:

Return to: Violet Dhu at info@peterdhu.com.au or Fax 08 6314 1620

CONNECT WITH VIOLET

- violet@violetdhu.com.au
- www.violetdhu.com.au
- [corporatecommunicationexperts](https://www.facebook.com/corporatecommunicationexperts)
- [@violetdhu](https://twitter.com/violetdhu)
- Violet Dhu

TESTIMONIALS



Violet Dhu is exceptional in her field of difficult communication. If you are seeking support to increase employee or self-confidence with difficult conversations and overall performance, I recommend Violet. We continue to work together to align employee behaviours with expectations that are set out.

BELINDA MCPHERSON
HR MANAGER, SOUTHERN
RURAL WATER

Violet's 'Difficult Conversations' workshop was enjoyable and provided me with an opportunity to become more self-aware around my communication style. I was able to apply the key messages immediately across many of my conversations. I feel that as a result I am being more effective in my communication and an easier person to be around!

CLARE FOUNTAIN
MANAGEMENT CONSULTANT,
SORTED4LIFE



On receipt of your registration, we 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.

