

HOW TO GAIN ASSERTIVENESS FOR INCREASED CONFIDENCE

Workshop - 3 hours

\$215.00 plus gst

One-to-one training (per hour)

\$180.00 plus gst

Being assertive is a key business skill. The ability to get your message across by being neither aggressive nor passive is essential when forming and maintaining relationships. It's all about getting your ideas heard by the right people, at the right time and in the right way. Whether you are dealing with a boss, colleague, staff member or senior management, your ability to persuade and influence is crucial. Do you concern yourself with pleasing and not offending others to the detriment of your own needs? This seminar will help you say what you want and help you state your needs clearly and effectively.

WHO SHOULD ATTEND:

- ▶ Anyone wanting to improve their confidence, professionalism, their ability to deal effectively with people problems and gain the skills to express themselves without violating their own rights or those of others

BENEFITS:

- ▶ Be persuasive and influential.
- ▶ Make your opinions be considered.
- ▶ Don't let other people always get their way – stand up for yourself.
- ▶ Communicate with others in a more confident way.
- ▶ Get what you want without being forceful or rude.
- ▶ Be in control.

TOPICS:

- ▶ Understand assertiveness, aggressive and passive communication.
- ▶ Identify your own assertiveness level.
- ▶ The Johari Window perspective of assertiveness.
- ▶ Techniques for assertiveness communication.

REGISTRATIONS:

Contact Natalie on 869-1445

Email: gistraining@bdo.co.nz

Online: www.buseducation.com

IN-HOUSE TRAINING:

Would your organisation benefit from customised training? We will deliver any of our programmes in-house and tailor them to the specific needs of your organisation.

CANCELLATION POLICY:

If a registrant wishes to cancel, five working days notice is required to receive a refund, less a 10% administration fee. If you are unable to give five working days notice, arrangements can be made at the discretion of BDO Training to transfer to another workshop or for another person to attend. Unless such notice is given, full workshop fees are payable and refunds will not be given.

BDO Training reserves the right to cancel or postpone a workshop. At this time you can either:

1. Receive one-on-one training on the workshop topic; or
2. Transfer to another workshop (if you are using a NZTE Capability Development Voucher, please contact the Regional Partner to see if this can be transferred); or
3. Have the workshop fee refunded in full.