



Personal Effectiveness Skills Series

Assertiveness

When: <As Required>

Time: 9.30-4.30

Where: <Venue of your Choice>

To feel 'assertive' is to feel confident, to respect others and to have them respect you. To achieve this a fine balance of skills is required, including the ability to control our emotions, to communicate effectively and the ability to prevent other people from using negative strategies to take advantage of us. This course will provide you with the opportunity to learn and practice these skills in a safe environment and give you a plan you can confidently implement on your own, long after the course is over.



Who should attend?

People who would like to learn how to improve their relationships and personal interactions with others, whatever their level of experience will find this workshop stimulating and useful. It is especially beneficial for any individual that wishes to refresh their confidence levels and perfect the ability to say 'no' and handle objections effectively.

Learning Outcomes

- * **Understand assertive behaviour and how it differs from other patterns of behaviour.**
- * **Explain how assertiveness looks and feels.**
- * **Recognise the importance of keeping emotions under control and have strategies to practice this.**
- * **Choose and use behaviours that invite effective behaviour from others and discourage bullying or manipulation.**
- * **Influence situations and people positively.**

This course will build the assertiveness skills of all participants. It will give you tips to enhance your communication, ensuring a consistent assertive image is seen, heard and felt by those around you. This will encourage other people to treat you assertively, leading to a perpetuating success cycle! Each participant will take away a folder packed full of practical tips and tools to boost their assertiveness, including how to avoid being aggressive or passive, how to deal with sarcasm and compliments and continuously maintain healthy self esteem.

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop

In-house (at your premises) £POA+ VAT for up to 12 participants

Contact Real Results Training

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