



**ZING365**  
Learning without limits

# COMMUNICATION & ASSERTIVENESS

## WHAT WE WILL COVER

- Fundamental pillars of effective communication for collaboration and team work
- Understanding assertiveness - what assertiveness is and isn't
- Skills and techniques of assertiveness
- Putting yourself across effectively.
- Positive and effective communication skills in being assertive and influencing others
- The main assertive/influencing/ Personal Impact Styles

## SUMMARY

Communicating should be a two-way process. We communicate to ensure things get done, send and receive information, make decisions, obtain joint understanding and build relationships.

Effective assertive communication happens when both parties are fully aware and understand what is being said or presented. How we communicate though, can be very individual and some are better communicators than others.

This session is designed to help you enhance your communication and assertiveness with others, making you more efficient and effective when collaborating, ensuring you are appreciating the perspective of others and expressing yourself clearly.

## PRE/POST WORK

None

## OBJECTIVES

**By the end of this course you will;**



Understand the differences between aggressive, non-assertive and assertive behaviour



Build personal confidence, self-esteem and improve your personal impact and interaction with others



Identify and understand the need for assertiveness



PART OF THE DWF GROUP