

learning
equals
development

EQV Course Outline



■ Communication, Assertiveness & Confidence Building

■ 2 Day

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Communication, Assertiveness & Confidence Building (2 Day)

Business Benefit

Assertive communication is often the difference between achieving a productive outcome and ending up with disagreement. Relationships between managers and staff and staff and customers rely on communication. Assertive behaviour holds the keys to effective communication. Organisations can save vast amounts of time, effort and money by getting communication right...first time...every time.

Who Should Attend?

Anyone who wishes to communicate more effectively in difficult situations or with 'difficult people'. Anyone who needs to persuade other people to take action or make decisions. Anyone who would like to manage people more effectively.

Learning Objectives

*By the end of this course
you will be able to...*

- Understand what assertive communication is and how to recognise it
- Demonstrate an understanding of human behaviour and its effect on communication
- Demonstrate the key skills of assertive communication
- Understand the three elements of communication and their relevance to communication media
- Demonstrate the key skills of communicating by phone, e-mail and face to face
- Highlight how to deal with difficult situations and people
- Create a post course action plan to implement the skills learned

Course Content

- A model of human behaviour
- Four common behaviours
- Key communication skills
- Dealing with difficult situations and people
- The three elements of communication
- Communication media
- Choosing the right way to communicate your message
- Using e-mail and written communication effectively
- Using the phone
- Effective face to face communication
- Creating a Personal Development Plan

2011
Jul 19-20
Aug 18-19
Sep 19-20
Oct 19-20
Nov 21-22
Dec 19-20

2012
Jan 19-20
Feb 20-21
Mar 19-20
Apr 23-24
May 21-22
Jun 25-26
Jul 23-24
Aug 16-17
Sep 13-14
Oct 08-09
Nov 01-02
Dec 03-04

You may also be interested in

Active Listening, Effective Delegation

Training Locations

Leicester, London, Liverpool, Manchester, Leeds, Bristol

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

What Delegates Say about this course

"Made me more aware of myself"

"very enjoyable and got a lot out of it"

"Has increased my confidence in responding to situations. Very good"

