



## Assertiveness – Making yourself heard and understood

**Benefits to individuals:** *Become more confident personally and professionally*

**Value for organisations:** *Achieve win – win solutions with a variety of personalities*

Assertiveness is about effective and confident communication. Being able to ask for, and get what you want in an open, honest and direct way is a core skill, whatever your job entails. Through constructive role-play this course will show you how to communicate your needs both professionally and personally.

### Is this Course right for you?

This course is designed to help anyone who deals with people, either on the phone or face-to-face, to improve their communication with peers and colleagues at all levels.

### Once the course is completed you should be able to:

- Deal with others with increased confidence
- Understand why we behave the way we do
- Choose from a variety of ways to interact with others
- Have more control over situations that you find difficult
- Listen and communicate more effectively so that you get more of what you want more of the time.

### Course content:

- Attitude and performance
- Criteria for effective communication
- Transactional Analysis
- Assertiveness
- Barriers to being assertive
- Verbal aspects of becoming more assertive
- Communicating for win – win outcomes
- Contributing effectively to meetings

### How is the course conducted?

The course conducted as a 1 day workshop session held at MaST's Melbourne location. The session is engaging and stimulating yet relevant to the audience in both style and content by including role plays, continual opportunities for discussion, and activities.

Our workshop groups are limited to 12 participants (a minimum of 6 is required), to ensure opportunities for individual attention and an enhanced learning experience.

You will be provided with a comprehensive course manual and ongoing telephone support from the team at MaST.

**Course Dates:** 18 Jun, 5 Aug & 18 Nov.

**Price:** \$475 + GST per participant

To book an **Assertiveness course**, or to arrange **in-house training**, please call the training team on **03 9520 2599**, or email us at [mast@mastaustralia.com.au](mailto:mast@mastaustralia.com.au) to let us know how we can help you.