Human Resources, Personal Development

Effective and Assertive Communication

Course Details

Price

£355.00

Start date

21 October 2026

Length

Full day (09:00-17:00)

CPD Points

7.00

Course Overview

This one day workshop will explore different communications and behaviour types. It will equip you with the assertive skills that will enable you to effectively convey understanding.

Content

- Different styles of behaviour and their impact on others
- Identifying and giving feedback on behavioural styles
- Identifying your own dominant behavioural style
- Assertive strategies for dealing with difficult situations
- Core responsive skills: questioning, listening and developing rapport

- Non-verbal communication
- Anticipate and avoid common misunderstandings
- Practice assertive communication
- Action planning
- Review and personal development planning

Benefits

Effective communication is key to co-operation and success within any organisation and beyond because it leads to better performance and results.

Assertive behaviour is learned and so we need to recognise our natural instincts to adopt passive or aggressive states, how this impacts on transactions with others and how we can overcome these by practicing assertive techniques.

Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via **admin@gta.gg** or call us on 01481 224570.

If no date is scheduled for this course at the present time click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Korinne Le Page

Korinne has more than 27 years' experience in Training, Leadership Development, Coaching and Counselling. She has also worked for major multi-national Companies, delivered Management and Communication programmes abroad and online across a variety of Market Sectors. Korinne started her career in Finance, then as an Operational Manager in Customer Service, managing teams in challenging

environments and she became an Entrepreneur in 2000. Therefore, Korinne has first-hand experience of the issues that can arise from all angles, as well as appreciating the importance of providing inspirational leadership and seamless customer service.