

E-Learning Course

Assertiveness in Communication

Program Overview

Assertiveness training provides individuals with the skills and knowledge to enable them to communicate more confidently and effectively, using assertive behavior techniques.

This course offers participants the opportunity to work on their own personal and work situations, where they want to be more assertive. As a result, participants leave our assertiveness skills training equipped with some effective, practice strategies for achieving a more successful outcome.

Pre-requisites

Have written and oral command of the language of instruction.

Learning Objectives

- Define Assertiveness
- Identify Tips for Developing Assertiveness
- Describe Transactional Analysis
- Define Influencing & List out Useful Influencing Skills
- Classify the Types of Difficult People

Course Content

- Introduction
- Developing Assertiveness
- Transactional Analysis
- Influencing
- Dealing with Difficult People

Duration 2 Hours

Assessment Not Required

Certificate

The participant will be awarded with Gulf Aviation Academy (GAA) electronic certificate upon successful attendance and completion of the course.