



PUBLIC COURSE One Day Personal Impact & Assertiveness Skills			
<b>Date</b>	As per booking	<b>Location</b>	Aspire ZoomRoom
<b>Start time</b>	9:30 am	<b>Finish time</b>	5.00 pm

## Learning Outcomes

On this programme you will explore:

- The dynamics of communication and personal impact
- Your patterns of behaviour
- How your patterns impact on others

And learn how to:

- Change your body language for a different impact
- Turn up or down different qualities to achieve a goal
- Deliver clear and concise messages that get things done
- Build bridges and acknowledge different points of view
- Put your attention on your intention to change your impact
- Set boundaries for others
- Deal with difficult people
- Say no without saying no
- Use assertive language

## Pre-Programme Work

Think about a time when you haven't created the impact you would choose.

What happened?

What could you do differently?

Think of a situation where you would like to be assertive but haven't managed it yet.

What usually happens?

If you have any questions do contact us at:

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