



Optimum Results

**Business Training Experts**

## Communication & Assertiveness Skills

### Programme Overview

- Understand the advantages of assertive behaviour.
- Enable participants to take steps towards assertiveness.
- Enable participants to be effective communicators.
- Understand how to say “no”.
- Learn to deal with difficult and aggressive behaviour.

### Programme Outline

- The purpose of assertive behaviour
- Advantages of assertive behaviour
- Be an effective communicator
- Steps to assertiveness
- Passive, assertive and aggressive behaviour
- Dealing with difficult and aggressive behaviour
- How to say “no”

Optimum Results Ltd  
The Business Centre,  
Blackthorn Business Park  
Coe's Road  
Dundalk  
Co Louth

Tel: +353 42 9333033  
Email: [info@optimumresults.ie](mailto:info@optimumresults.ie)  
Web: [www.optimumresults.ie](http://www.optimumresults.ie)

