



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## TACTICAL ASSERTIVE COMMUNICATION (1 day)

### SYNOPSIS

This program will provide strategies on how to become more confident and comfortable with personal assertiveness; how to cope with negativity and how to respond when faced with overbearing or aggressive actions towards you.

The goal of this workshop is to empower participants to become highly effective communicators and influencers.

### SHORT COURSE TOPICS

- How to build relationships
- Negotiate outcomes
- Understand what drives our emotions
- Focus on performance
- Resolving points of difference
- How to read aggressive/passive, and passive/aggressive behaviour
- Project self-confidence
- Writing for assertiveness
- Recognise your strengths
- How to say “no” politely

### LEARNING OUTCOMES

Participants will gain increased confidence in their abilities to control heightened and emotional interactions, by growing in confidence and learning how to be assertive when required.

With over 20 years as a professional facilitator, coach, speaker, MC and trainer, Gerald Pauschmann engages his audience with his motivating and exciting delivery sprinkled with humour and real-life scenarios.



### COURSE DETAILS

<b>Delivery</b>	Our training course provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual council requirements.
<b>Delivery Mode</b>	Peak Services delivers Virtual or Instructor-led training workshops inhouse at your venue.
<b>Fees and Inclusions</b>	Please contact Peak Services for course fees or a proposal for on-site/in-house training.

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**REGISTER NOW**  
**P 07 3000 2148**  
**E training@wearepeak.com.au**

