

Assertiveness for Managers

Length of course: 1/2 day

Is this the right course for me?

This course is suitable for anyone who is currently responsible for other members of staff/employees or those who are aiming to develop into such a role/likely to be promoted to a similar role & who wants to improve their confidence and performance when dealing with others.

Pre-Course Requirements

There are no formal requirements for learners who want to attend this course.

What will I learn about?

On completion of this course learners will:

- Improve confidence & performance when dealing with others
- Enhance their opportunities for development & future career
- Be able to identify the causes of stress and be aware of some coping skills for self and all affected parties
- Focus more effectively on business targets and in relationships with others through management 'empowerment.'

How will I learn?

You will explore skills & techniques for use in management situations and sample scenarios which you will attempt to manage and resolve in discussion and through working with other learners.

Will I gain a qualification?

You will not gain a formal qualification but you may receive a Certificate of Attendance and Achievement from your tutor.

What can I do next?

Institute Leadership & Management Team Leader Award - please ask the skillscentre:mk team for more details.

Other course information can be found on www.careersadvice.direct.gov.uk or with a NEXT STEP advisor.

What do I need to bring to classes?

Note pad and pen.

Can I talk to someone about my course before I start?

It is usually possible to put you directly in touch with the tutor if a member of the skillscentre:mk team cannot answer your query.