

# Getting your Message Across: Key Communication Skills



Communication is more than just sharing knowledge and feelings. We are so familiar and dependent on communication that it is often difficult to identify what assertive and effective communication actually is. This workshop looks at communication styles and preferences, and distinguishes between passive, aggressive and assertive communication in work and private settings.

## Workshop content:

- Assertion – beliefs and behaviours
- Identifying your current tendency
- Behaviour styles:
  - Passive
  - Aggressive
  - Assertive
- Distinguishing between behavioural responses
- Expressing yourself assertively
- Saying “NO” without guilt
- Dealing with blocking gambits and games
- Personality traits – extraversion and introversion

## Learning outcomes

At the end of the workshop, you will be able to:

- Define assertiveness and understand the benefits of assertive behaviour
- Implement a variety of skills to assist in communicating assertively and responding to aggression
- Identify your natural tendencies regarding behaviour styles and explore how to adapt these to different situations
- Giving and receiving feedback
- The 10 laws of human communication

**Full Day Workshop**  
**\$255**

**8:30 am – 4.00pm**

## Refreshments

Morning and afternoon tea and Lunch is provided for full day workshops.

## Location

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

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All Public Workshops require a minimum of 6 participants in order to be confirmed.

CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.

The logo for EASA features the letters 'EASA' in a bold, blue, sans-serif font. A stylized blue wave or swoosh is positioned behind the letters 'A' and 'S'.

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