



**PURSUIT**  
PEOPLE SOLUTIONS

**LUNCH & LEARN**

TRAINING SESSIONS

## Positive Assertiveness

### COURSE OBJECTIVE

For participants to develop a broader understanding of assertiveness and have more strategies for dealing with people assertively.

### COURSE CONTENT

- Our perception of assertiveness.
- Aggressive, passive and assertive.
- Types of assertion – push and pull.
- Assertive body language.
- Developing assertiveness skills.
- Wrap up and evaluation sheets.

### WHO SHOULD ATTEND? Anyone who would like to:

- Have more strategies for responding assertively.
- Utilise effective communication and body language to be assertive.
- Feel more valued, more appreciated or more supported in their job role.
- Make their interactions with others more influential.

### COURSE RATIONALE

This session will give participants an understanding of the different types of assertion and knowing when to be assertive and when not to be.

**CALL TODAY**  
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