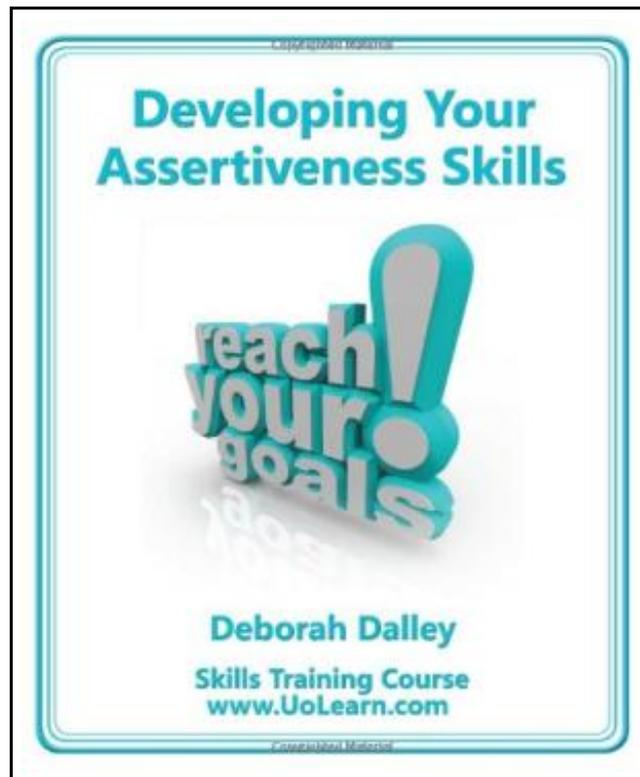


Developing Your Assertiveness Skills and Confidence in Your Communication to Achieve Success: How to Build Your Confidence and Assertiveness to Handle Difficult Situations and People Successfully, Increase Your Self Esteem, Communicate Your Feelings



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Universe of Learning Ltd, United Kingdom, 2013. Paperback. Book Condition: New. 234 x 190 mm. Language: English . Brand New Book. Would you like to be better at communicating your ideas and feelings? This book will provide you with the tools and techniques to become a more assertive communicator. It is full of practical tips, case studies and exercises, which can be found at These will build your skills and change the way you communicate to help you achieve your goals. There are different types of behaviour: high level aggression, low level aggression, submissive and assertive. This book helps you to identify the behaviour and develop a strategy to deal with it. There are lots of exercises and suggested techniques that work on developing your confidence and skills when dealing with a wide range of situations. There is advice on choosing the best thing to say and the way to do it. The book gives plenty of advice on how to say no, raise award issues and stand your ground. An important part of being assertive is to prepare yourself for the conversation before it takes places and there is a step by step formula for helping you to do this. Build you confidence, self-esteem and skills to be able to get your point across even when working with difficult situations. There are over 31 practical ideas to help you learn to communicate assertively. About the author - Deborah Dalley Deborah was a trainer with the Greater Manchester Police and lectured at Salford University. For the last 12 years she has been running a successful training, coaching and consulting business. Deborah has been delivering assertive communication workshops for over 25 years for groups in the public, private and voluntary sectors. She delivers training sessions, coaches individuals and facilitates team events...



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