



Local Government Training Group

## **PERSONAL EFFECTIVENESS AND ASSERTIVENESS**

This one day course is designed to develop greater confidence and the ability to handle conflict situations through acquiring the skills needed to behave assertively at work.

**TRAINER:** Shauna Kane

### **Objective**

Provides participants the opportunity to review their strengths and weaknesses.

It enables participants to develop confidence and assertiveness skills to enhance their relationships with others at work and at home and also to become more efficient and effective in achieving goals.

Participants will be involved in individual and group activities, discussion and role-play.