

# Assertive Communication Skills: How to use assertive communication to communicate more effectively



Perth Workshops

**Tuesday 13 October 2015**

**State Library of WA**

**9.30 am to 4.30 pm**

**\$300 + GST**

**A common pattern** in people's communication is the lack of awareness and capacity to be assertive. Do you find it difficult to be assertive? Do you find it difficult to say no? Does this result in conflict in your relationships or workplace?

Assertive communication will help you reduce workplace conflict, assist you with the skills to speak up at meetings and deal with difficult conversations. In turn these skills will assist with strengthening your self-esteem and reducing your anxiety.

This one day workshop is designed to help people to communicate assertively and to be comfortable with assertiveness.

**At the end of this workshop you will be able to:**

- Recognise the difference between assertive, passive and aggressive communication
- Be able to recognise the barriers and myths that surround assertive communication and how they may influence your thinking and behavior
- Complete a self audit and recognise where your current strengths and weakness are when communicating with others
- Use practical strategies to communicate more assertively using different techniques
- Use practical skills to deal with criticism, both constructive and destructive.
- Learn how to be more assertive in the workplace.

*"In business you can never learn anything more important than communication"*

– Max Markson



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**Venue** State Library of Western Australia  
25 Frances Street, Perth 6000  
PilbaraRoom

**Time** 9.30 am to 4.30 pm

**Investment** \$300 + GST

**What's included** Morning and afternoon tea

**For More Info** 0408 930 993



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## Biography

Violet Dhu has over fifteen years experience in assisting people to develop their communication skills. As an experienced Social Worker and Coach she has worked with many people who are dealing with difficult situations such as bullying and harassment, having to speak up at meetings and dealing with conflict. Violet provides training and coaching in the area of effective communication specialising in assertive communication skills and difficult conversations. In her career Violet has helped hundreds of people to communicate effectively and to participate in conversations confidently.



*"Be who you are and  
say what you feel  
because those who  
mind don't matter  
and those who  
matter don't mind."*

— Dr. Seuss



**"The single biggest problem in communication is the illusion that it has taken place."**

George Bernard Shaw

**Space is Limited  
Register Today!**

REGISTRATION

Name of Participant \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

Return to: Violet Dhu at [info@peterdhu.com.au](mailto:info@peterdhu.com.au)  
or 115 Tower Street, West Leederville WA 6007 or Fax 08 6314 1620

On receipt of your registration I will send out a tax invoice for payment before the workshop. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.

*Thank you for your business.*

[www.peterdhu.com.au](http://www.peterdhu.com.au)