

## **INTERPERSONAL SKILLS**

# **IN11** Effective Communication and Assertiveness

Effective communication and assertiveness are essential for achieving excellence in any professional setting. This course is designed to equip delegates with the necessary skills to enhance their communication capabilities and assertive behaviours. Through a combination of challenging one-to-one and group activities, participants will gain practical tools and techniques to communicate confidently with clients, customers, suppliers, and colleagues. The course emphasises developing competencies that can be applied directly in the workplace to improve performance and address challenges effectively.

#### **Course Information**

**Duration:** 5 days

**London (£4950):** 14th July 2025, 8th September 2025, 27th October 2025, 15th December 2025, 9th March 2026, 18th May 2026, 13th July 2026, 7th September 2026, 26th October 2026, 14th December 2026

**Dubai (£4950):** 9th June 2025, 3rd November 2025, 9th February 2026, 13th April 2026, 18th May 2026, 21st September 2026, 12th October 2026, 9th November 2026, 14th December 2026

Kuala Lumpur (£4950): 18th August 2025, 24th August 2026, 30th November 2026

Milan (£4950): 1st September 2025, 15th June 2026, 21st September 2026

Paris (£4950): 3rd November 2025, 11th May 2026, 14th December 2026

Barcelona (£4950): 8th December 2025, 26th January 2026, 1st June 2026, 17th August 2026, 2nd

November 2026

# Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

#### Who is the course suitable for?

This course is ideal for professionals in leadership and managerial positions who recognise the importance of effective communication and assertiveness in achieving exceptional workplace performance. It is valuable for anyone seeking to enhance their leadership and management communication skills across their organisation.

### Course profile

#### **Understanding Communication**

- Exploring the communication cycle and its barriers
- Improving communication using the Johari Window
- · Listening and hearing: key to understanding
- Employing effective questioning techniques
- Using persuasive body language tools

#### **Developing Assertiveness**

- Identifying non-assertive behaviours and addressing them
- Applying assertiveness in various situations
- Recognising your assertive rights and standing up for them
- Practising and rehearsing assertive behaviour patterns
- · Building confidence through assertiveness

#### **Enhancing Interpersonal Relationships**

- Developing Emotional Intelligence
- Building rapport to strengthen relationships
- · Cultivating a positive and optimistic mindset
- Managing workplace stress effectively
- Fostering team cohesion through improved relationships

#### **Communicating Across Boundaries**

- Understanding cultural differences in communication
- Avoiding cross-cultural communication pitfalls
- Valuing diversity and promoting equality

- Reducing unconscious bias
- Enhancing sensitivity to cultural nuances

#### **Presenting Information Effectively**

- Communicating your message clearly
- Utilising tools and techniques for effective presentations
- Developing and refining presentation skills
- Practicing and rehearsing presentations
- Ensuring message reception and feedback

# **Competencies**

#### At the end of this course, delegates will be able to:

- Overcome communication barriers using structured techniques
- Employ active listening and effective questioning strategies
- Use assertive communication confidently in various contexts
- Apply Emotional Intelligence to improve workplace relationships
- Manage stress and maintain a positive mindset in professional settings
- Navigate cross-cultural communication with sensitivity and awareness
- Present information clearly and effectively to diverse audiences
- Recognise and reduce unconscious biases in communication

# **Course Booking**

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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