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): 9th March 2026, 18th May 2026, 13th July 2026, 7th September 2026, 26th October 2026, 14th December 2026, 7th June 2027, 26th July 2027, 20th September 2027, 8th November 2027, 10th January 2028, 13th March 2028

Dubai (£4950): 9th February 2026, 13th April 2026, 18th May 2026, 21st September 2026, 12th October 2026, 9th November 2026, 14th December 2026, 24th May 2027, 20th September 2027, 22nd November 2027

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

Barcelona (£4950): 26th January 2026, 1st June 2026, 17th August 2026, 2nd November 2026, 28th June 2027, 6th September 2027, 29th November 2027

Milan (£4950): 15th June 2026, 21st September 2026, 15th February 2027, 4th October 2027

Paris (£4950): 11th May 2026, 14th December 2026, 18th October 2027

Athens (£4950): 5th July 2027, 13th September 2027, 8th November 2027

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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