

*To discover new
seas you have to
lose sight of
familiar shores...*



**A STIMULATING
AND INTERACTIVE
ONE-DAY SEMINAR**

Our national training venues:

**LONDON
LIVERPOOL
MANCHESTER
NEWCASTLE**

“ A course accessible to all levels of experience and the practical tools and exercises were great. I would have no hesitation in recommending this programme. ”



WWW.EMGUK.NET

**A S S E R T I V E N E S S
& D E A L I N G W I T H
C O N F L I C T**

Want to increase your chances of promotion? Want to improve your ability to deal with those difficult situations? Want to know what assertiveness really is? Want to be able to say ‘No’ and not feel guilty or offend others? Then join us and learn how to make the very best of your most perceptible resource, YOU!

The challenges of business today mean that the ability to deal professionally with ever increasing pressure, workloads and uncertainty make the skill of being Assertive a ‘must have’. People cope with these challenges very differently and can become difficult to work with so having a strategy for managing those more tricky interactions is a clear advantage.

In a ‘safe’ environment delegates will learn and practise techniques for increasing their effectiveness in all situations.

6 CPD HOURS

Accredited by
Solicitors Regulation Authority

PROGRAMME

Full day: 9.00am - 5.00pm

Registration and coffee

- What is Assertiveness?
- Defining the three behaviours: Aggressive, Passive, Assertive
- Understanding the impact conflict has upon you and others
- Assertiveness self evaluation

Coffee break

- Developing an Assertive style
- Understanding behaviour of: Self, Others
- Benefits of being assertive to: You, team, & organisation
- The art of saying 'No'

Lunch

- Developing strategies for communicating effectively
- Developing Assertive behaviour and language
- Planning your behaviour in difficult situations
 - Dealing with Anger
 - Disagreeing with others

Tea break

- Dealing with criticism
- Dealing with people who 'don't' or 'won't' listen
- Why conflict becomes 'destructive'

Close of seminar

THIS COURSE PROVIDES A PRACTICAL TOOLKIT TO HELP IMPROVE COMMUNICATION WITH EVERY TYPE OF CLIENT

The seminar

Develop confidence and arm people with key actions, beliefs and behaviour strategies all designed to maximise effectiveness in the workplace.

On completion of the seminar, delegates will be in a better position to:

- Understand key differences between the three behavioural styles;
- Identify your personal level of assertiveness;
- Examine techniques for improving the impact you have upon others;
- Understand why others become 'difficult';
- Develop strategies for dealing with 'difficult' people;
- Increase your ability to say 'no';
- Identify your preference for how you handle conflict and develop alternative methods;
- Leave the day with personal development plans and practical tools for use back in the workplace.

Our Strategy

Our strategy is based on personalised learning, where we aim to develop the competence and confidence of every delegate by actively engaging them in the seminars. Using case studies and practical examples, the delegates will be provided with a thorough grounding in this field and will gain the confidence needed to deliver accurate, effective advice.

SEMINAR PRESENTERS

Shirley Mitchell previously worked for a top London Training Consultancy and was involved in the research, design and implementation of training programmes to a variety of blue chip clients worldwide. Her 10 years of Consultancy and Management experience ensure that even the most challenging issues are resolved quickly and efficiently. Her interest lies in seeing possibilities beyond what is already present and known, by using her insight, ingenuity, and intellect. Her passion is developing people to achieve tangible business benefits.

Katrina Anderson has designed and delivered training programmes for worldwide clients from a variety of industries. Her extensive global experience with all levels of management gives her a wealth of knowledge to draw upon when faced with new client challenges. Katrina, strong on initiative and creativity, is skilled at turning her ideas into reality. She is accomplished working with individuals and perceptive in understanding the needs and motivations of others. Katrina's open and supportive approach to business and management, enables her to bring a practical, enthusiastic and personal style to her training and consultancy.



IN - HOUSE LEARNING & DEVELOPMENT SOLUTIONS

Tailor-made training for your company

If you have a group of three or more delegates you could benefit from our flexible, in-house training programmes. Call us for a free quotation.

Membership scheme

You and your firm could be saving £000s on your CPD training. Find out how to join our membership scheme and receive immediate benefits.

For more information please call our Customer Services **+44(0)208 822 3321**, e-mail us at **info@emguk.net** or visit us online at **www.emguk.net/membership**.

Who should attend?

For anyone who wants to enhance self esteem, increase their personal power and influence and take action for better results. For anyone who has experienced or is experiencing conflict in its more 'destructive' form and would like to understand how to harness the energy generated positively.

Our commitment to you

In order to ensure maximum interaction with delegates, numbers will always be kept to 15 delegates or less per seminar.

Delegates will receive a comprehensive pack, including presenters' slides.

Continuing Professional Development

EMG Associates is approved as an external course provider by the Solicitors Regulation Authority (SRA) SRA reference No. **DKU/EMGA**.

Attending this seminar qualifies you for 6 CPD hours.

Certificates of attendance will be given to all delegates, so that they may claim appropriate credits in respect of other continuing professional development requirements.

ASSERTIVENESS & DEALING WITH CONFLICT

Our national training venues:

London: 7th Floor, 3 Shortlands, Hammersmith. W6 8DA

Liverpool: Il Palazzo, 7 Water Street. L2 0RD

Manchester: St James court, Brown Street. M2 2JF

Newcastle: The Collingwood Building, Collingwood Street. NE1 1JF

http://www.emguk.net/ap_traininglocations.asp

EMG Associates member price: £360 + VAT

Non-member price: £450 + VAT

Four easy ways to book

Telephone us on +44(0)208 822 3321

Fax this form to +44(0)208 822 3357

E-mail us at bookings@emguk.net

Post this form to Customer Services:
EMG Associates (UK) Ltd, 7th Floor, 3 Shortlands,
Hammersmith, London W6 8DA

Invoice/Payment details

NB. Payment must be in Pounds Sterling

I am enclosing my cheque for £.....
payable to EMG Associates (UK) Limited

I am paying by Bank Transfer (Bacs)

Bank name: NatWest

Sort code: 60-50-06

Account no: 37664018

Purchase order:

The fee includes refreshments, administration and full documentation. For further enquiries relating to this programme, its content, the venue, or if you have any special requirements, please do not hesitate to call Customer Services on +44(0)208 822 3321.

Delegate details (Please complete in BLOCK CAPITALS)

Full name: _____

Job title: _____

E-mail: _____

(To enable us to confirm your booking as efficiently as possible, please supply your e-mail address.)

Telephone: _____

Special requirements: _____

Invoice details

Name/Company: _____

Address: _____

No. of employees 1-5 6-10 11-25
in your organisation: 26-50 51-99 100+

Booking details

Please see the website for available dates and locations:

http://www.emguk.net/bp_cpddirectory.asp

Course date: _____

Course location: _____

(For more than one delegate please photocopy this form.)

Terms and Conditions

1. Confirmation of your booking will be sent by e-mail or post within 3 days of receipt of your booking. A VAT invoice and joining instructions will be sent to you acknowledging your booking. Please contact us if you do not receive this within seven days of booking. Seminar documentation is distributed at the time of the seminar. **2.** Upon receipt of your booking, your place(s) will be confirmed. Any cancellation must be received in writing. The following charges apply in the event of cancellations: Up to 15 days before the event – 10% + VAT; Less than 15 days before the event – 100% +VAT. A substitute delegate can be named at any time before the seminar begins without any charge. **3.** This booking form constitutes a legally binding contract. The delegate and the employer are jointly and severally liable for payment of all fees due to EMG Associates (UK) Limited. To the extent permitted by law, neither EMG Associates (UK) Limited nor its presenters will be liable by reason of breach of contract, negligence or otherwise for any loss or consequential loss occasioned to any person acting, omitting to act or refraining from acting in reliance upon the seminar, material or presentation of the seminar. **4.** Continuing Professional Development hours or points may be claimed from the following professional bodies: The Solicitors Regulation Authority and the Bar Standards Board. **5.** EMG Associates (UK) Limited may periodically contact you with details of seminars that may be of interest to you. Please write to the Customer Services Team if you do not wish to be included in this activity. **6.** It may be necessary for reasons beyond the control of EMG Associates (UK) Limited to change the content and timing of the seminar, the presenter, the date or the venue. In the unlikely event of the seminar being cancelled, EMG Associates (UK) Limited will automatically make a full refund but disclaim any further liability. **7.** EMG Associates (UK) Limited reserves the right to change the timing of the seminar, the presenter and the date and venue due to reasons beyond their control. EMG Associates accept no liability if, for whatever reason, the seminar does not take place.

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