

The Skills Development Service Ltd presents
a one day training course:

Personal Confidence & Assertiveness at Work

A practical one day course designed for health, social and voluntary services staff who want to develop their confidence and assertiveness at work

What will the delegates take away from the course?

- Develop increased confidence and effectiveness in dealing with colleagues, other professionals, carers and clients
 - 'Make yourself heard', be viewed as more authoritative and get your advice taken more seriously by others
 - Prevent and manage confrontations more successfully and confidently
 - Deal with overbearing colleagues (often from other professions or agencies), complaining family members or service users professionally and confidently
 - Learn how to field and manage overwhelming demands and avoid being bullied into committing to things you should avoid
 - Develop simple strategies and techniques for having an impact on others on first contact
 - Learn how to manage the guilt and worry that may prevent professionally confident and assertive behaviour
- **How would you deal with the following ?**
- To successfully help a service user you need to work through another professional to achieve your aims. The latter however treats your suggestions dismissively and implies that anything that needs to be done is your responsibility, not theirs.
 - A colleague with higher status in another team repeatedly fails to do what they agreed to following meetings. When challenged they state that they have been busy with more important tasks.
 - A colleague in your team has a knack of helping themselves to your food which is left in the team fridge. They openly acknowledge that they do this but dismiss your concerns as exaggerated and say they only take a little.

This day will give you ideas on how to approach these and many other difficult cases in new and constructive ways

- Quality workshop materials
- Certificate of Attendance. Suitable for CPD and PREP.
- Practical demonstrations of techniques
- Lots of opportunities for raising questions and discussion with tutor and colleagues
- Post-seminar case support and consultancy available

Dates & Venues:

20 October 2009, London (The British Psychological Society)

Also Available for In-house Training

Course tutor: Paul Grantham *Consultant Clinical Psychologist*, is a clinical psychologist with extensive NHS, Social Services and training experience. He has worked extensively within the NHS and has trained staff in health care, social services, local governments and education around the UK. He has written on a range of therapy and helping issues. He has a particular interest in why people do NOT change and currently focuses on overcoming obstacles to behaviour, emotion and attitude adaption in clients. An extensively informed, clinically experienced and humorous speaker he is known for his emphasis on the practicalities rather than just the theory of client-based work.



Booking Conditions

Booking constitutes a contract.

Course fee

- UK: £125 + VAT (£143.75) per delegate to include refreshments and course materials.
- **Block bookings:** Groups of 4 or more save £5 per person - IF all applications are made in a single envelope with a single authorisation letter or payment.

How to book

DETACH the booking form below (photocopies acceptable) and either:

- Send with a cheque for £143.75 made payable to The Skills Development Service Ltd to: SDS Ltd, P.O. Box 254, UCKFIELD, TN22 9BN
- Send OR Fax: 0870 199 1838 with LETTER OF AUTHORISATION or purchase order from employer showing name & address to send invoice to.
- Telephone: 0870 241 7294 giving credit card details.
- Web: www.skillsdevelopment.co.uk giving credit card details.
- No provisional bookings taken.

Cancellations

- Cancellation in writing up to 14 days prior to the course leads to a refund minus a £15+VAT admin fee (or a full credit note for a future course – optional).
- Cancellation in writing up to 7 days prior to the course leads to a credit for a future course minus a £15+VAT admin fee.
- Cancellations less than 7 days before the event or failure to attend on the day will leave the individual who is invoiced fully liable for payment. No refund will be made in such instances either. We recommend insurance is taken out to cover such eventualities.
- SDS reserves the right to substitute trainers and/or move venues or postpone and reschedule courses in exceptional circumstances. If you are unable to attend the rescheduled event you will be given a full credit for a future seminar.

To change delegates or locations: Delegates may be substituted at any stage prior to the course as long as SDS Ltd are notified beforehand. We will also change locations if the newly preferred venue is not already full.

Visit our website for further information on this and other courses, to download the application forms for this or other courses, to book your place or to check availability - *It's updated daily!*

----- Booking Form -----

Personal Confidence & Assertiveness at Work

COURSE DATE _____ COURSE LOCATION _____

DELEGATE NAME _____

JOB TITLE _____

ADDRESS _____

_____ POST CODE _____

TEL No: _____ FAX No: _____

E-MAIL: _____

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