



OBT

OBT Course Outline

DEALING WITH DEMANDING PEOPLE ASSERTIVELY

Main Aims and Key Benefits:	This one-day programme has been designed to give the skills required to cope with challenges in a professional and assertive manner.
Course Content:	<ul style="list-style-type: none">▪ The basic principles of assertiveness▪ Identifying assertive, submissive and aggressive behaviour▪ Identifying own 'work style' and that of colleagues▪ Recognising submissive and aggressive behaviour▪ Responding to submissive and aggressive behaviour▪ Assertive responses▪ Choosing an appropriate response in different situations
Training Methods:	<ul style="list-style-type: none">▪ Presentations▪ Syndicate exercises/group discussions▪ Scenarios/role plays▪ Individual exercises▪ Demonstrations
Who will benefit:	Assistant Bursars, Lodge Porters, Office Personnel and Supervisors, Sales and Events Team
Duration:	1 day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training