

# Essential Assertiveness Skills

Half Day Course

Rating: ★★★★★ 4.8/5



## Module 1:

### Assertive Feedback: Expression, Empathy & Disagreement

#### Learning Outcomes

- Address frustrating or hurtful behaviours calmly and respectfully.
- Reduce tension, promote accountability, drive positive change, and improve communication.
- Express differing opinions with confidence, respect, and constructive intent.

#### Methodologies

- Giving Constructive Feedback
- Disagreeing Assertively

## Module 2:

### Managing Manipulation: Passive-Aggression & Covert-Aggression

#### Learning Outcomes

- Effectively respond to passive-aggressive and covert-aggressive behaviours.
- Present the consequences of inappropriate actions in a respectful and non-threatening manner.
- Strengthen confidence and resilience when dealing with manipulative individuals.

#### Methodologies

- Recognising & Managing Manipulative Behaviours

## Location & Delivery Style

4th Floor  
One Great Cumberland Place  
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**Friendly, Highly Engaging and Humorous.**



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