

Assertive Communications

Have you ever tried asking your GP, social worker or someone else a question and then ended up feeling frustrated because you feel you didn't get a proper answer? Or have you tried to find out about getting a service or benefit or equipment for the person you care for and felt you were going round in circles or being fobbed off?

Assertive communication allows you to clarify your wants and needs and stand up for yourself without receiving a negative result or response from others. It enables you to let others know your views and opinions, and what your limits and boundaries are in a positive manner.

This one day course is designed to help carers build their communication skills and work towards achieving the outcomes required. The day will explore how:

- To consider how to communicate what you want clearly and effectively
- To explore how to ask for what you want
- To review strategies for effective influencing so you can achieve more of what you want
- To confidently deal with the professionals, and the services you come across in your caring role

We will explore the key ingredients of effective communications, including listening, questioning, verbal and non-verbal communications and assertive, passive and aggressive behaviours. There will be an opportunity to consider how to apply influencing and negotiation techniques and to work towards a win-win outcome.

Next course:

28th of June, 10am-3pm

Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

To book yourself a free place on this course, please call Compass Carers on 01823 255911. Or e-mail us at debbieo@compassdisability.org.uk or shannon@compassdisability.org.uk