



CAPS

Canadian Association of Professional Speakers



Active Listening and Assertiveness Skills for Professionals

We hear a lot of noise in our digital society, but focused listening is still critical in building relationships in our personal lives and in the workplace with clients, colleagues, employees, and supervisors.

Assertiveness skills are also critical in managing anger and confronting conversations.

Course Objectives:

Learn and practice passive and active listening skills in order to build harmonious communication patterns in the workplace.

Learn and practice assertive speaking in order to start those conversations.

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