

# **HOW TO BE ASSERTIVE!**

**Dealing with difficult situations & people.**  
**For all school support staff and managers  
of school support staff**

## **Course Content**

The aim of the course is to learn strategies for dealing with difficult people or situations in the work place. This can involve being treated with a lack of respect by pupils, parents, teachers or colleagues. This course gives practical ways of handling these situations in a calm and positive manner.

The course will help you : • Identify who are the people who make our working life difficult sometimes • Think about the importance of emotional intelligence • Understand why an assertive response is usually the best strategy • Learn how to make an assertive response • Deal with difficult visitors

## **Course Information**

<b>Where?</b>	<b>When?</b>	<b>How much?</b>
Durham Leadership Centre	Tuesday, January 30th, 2007, 9.30am - 12.30pm	£95 per delegate

## **Booking a place**

**To book a place complete this form and return to:**

NECLEA, Aykley Heads Centre, Aykley Heads, Durham DH1 5TS, Fax 0191 383 1655.  
Book by phone on 0191 3831645 or by email at neclea@durham.gov.uk

Course title: .....

Name: ..... Job title: .....

School: ..... DfES No: .....

E Mail: .....

Tel. No: ..... Date: ..... Signature: .....

### **Cancellation/Confirmation Policy for Courses**

Delegates will be liable to full payment for non-attendance or cancellation if written or e-mailed notice is not received more than 14 working days before the start of the course. NECLEA reserves the right to cancel events at any time.