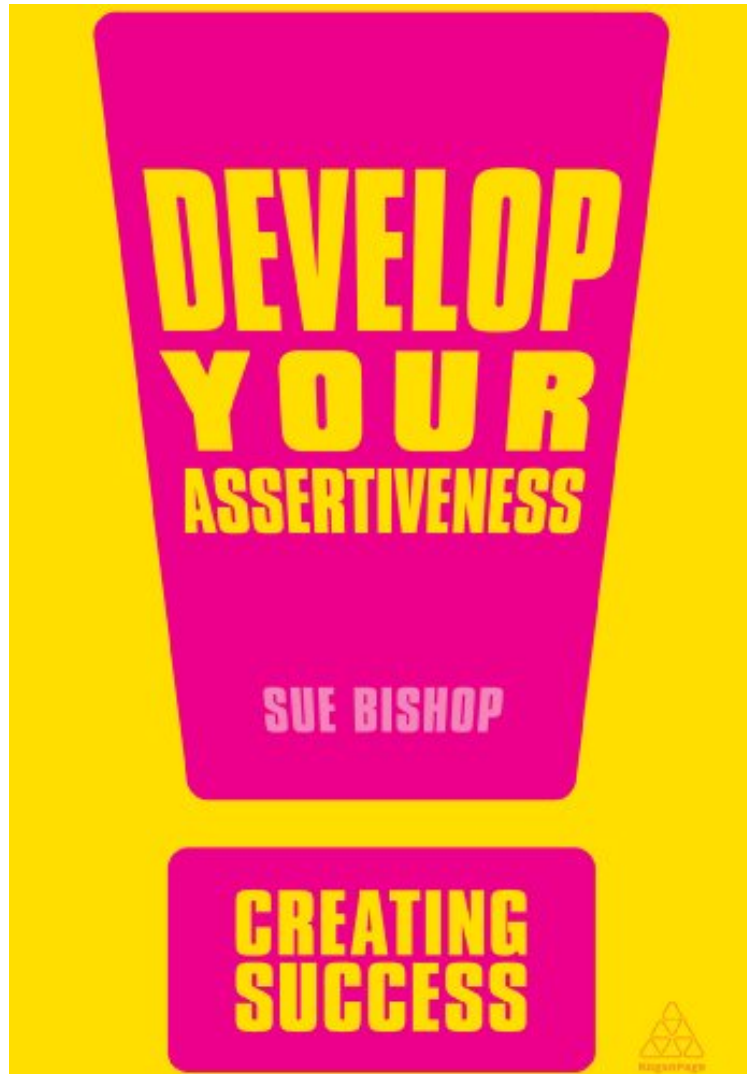


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Develop Your Assertiveness (Creating Success)

Sue Bishop

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Develop Your Assertiveness offers simple techniques that will help you become more aware of your strengths and weaknesses, so that you can learn how best to modify your behaviour in social and business interactions. Being more confident and learning how best to communicate with your colleagues will enable you to create win-win situations, thus improving your career prospects and enhancing your social life. Packed with examples and exercises, this essential guide covers topics such as: the importance of choice of behaviour; tension control; self awareness and self-

esteem; relationships; making and refusing requests; dealing with problem people; tricky situations; assertiveness online. Exercises and activities in Develop your Assertiveness enable you to measure your progress and reach your goals.

Business people, students, job seekers