



Managing in challenging circumstances

3 external CPD points

Introduction

We are living in turbulent times and in what can only be described as a VUCA (Volatile; Uncertain; Complex; Ambiguous:- This programme is designed to help build confidence and skills to deal with challenging circumstances and in turbulent times. The webinar will review a practical model of assertive behaviour which can be applied to diverse situations and understand the behavioural styles of assertiveness, passivity and aggression.

Course structure

- **2.5 hour webinar**
- **Date: 23rd September 2020**
- **Time: 2;00pm – 4:30pm**

Programme focuses on:

- How to be assertive in challenging times
- Staying in control – the circle of concern
- Applying situational leadership
- Understanding change

To book or enquire about this programme please contact
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