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Assertiveness 1.1

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Anger & Assertiveness

1.1 

Title: **Assertiveness at Work**

Author(s): **Back & Back**

Publisher: **McGraw Hill**

Year: **2005** ISBN: **0077114280**

A useful, practical guide for those who want to develop their assertiveness skills to help both themselves and the organisation they work in.

Includes sections on:

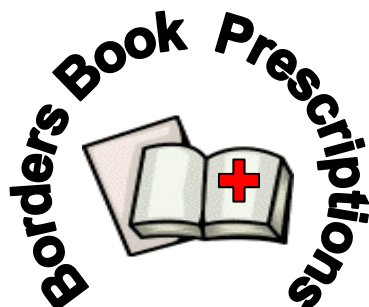
- Recognizing assertive, non-assertive and aggressive behaviour
- How to be more assertive
- How to negotiate and say “no” assertively
- Dealing with negative feelings and giving and receiving criticism
- Responding to aggression from others
- Practical exercises to help develop the reader’s assertiveness skills

(205 pages)

Readability:



Cover Price: **£14.99**



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