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## Consultant Information

**Deryl Dix** works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

## Booking Information

To book a place/s email  
[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

## Assertive Communication

Date: 18<sup>th</sup> November 2025  
Times: 1330-1700  
Venue: Zoom Online Platform

Places available: 12

Fee/s:	NfP Members	£60
	Non Members	£105

**This workshop is suitable for: All clinical and non-clinical staff**

Assertive communication is a skill that supports frontline staff to communicate with clarity and confidence and be able to propose and explore win/win outcomes with difficult conversations

### Aim

- To introduce participants to a comprehensive understanding of assertive and non-assertive behaviours and to explore the application of this understanding to their professional role

### Objectives

By the end of this workshop participants will have

- Identified a range of assertive and non-assertive behaviours and approaches to communication
- Been introduced to some helpful approaches and models that support assertive communication
- Been provided with the opportunity to practice and apply the skills of assertive communication
- Identified potential barriers to implementing assertive behaviour and to explored ways of overcoming these.

**Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH**

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