

Post course resources: Assertiveness – the art of communicating what you want

Jo Carr

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1 Further reading

Jo had provided the below to further your learning on this topic.

[How to stay calm under pressure - Noa Kageyama and Pen-Pen Chen \(youtube.com\)](#)

[How to Develop Emotional Intelligence Skills | HBS Online](#)

The 7 Habits of Highly Effective People – Stephen Covey

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