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

Jo Carr

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hqn TRAINING

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1 Further reading

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

21 phrases to help de-escalate angry patients (youtube.com)

Understanding the Circles of Influence, Concern, and Control (positivepsychology.com)

FranklinCovey: The World's Most Trusted Leadership Company

Diaphragmatic Breathing: How to, Benefits, and Exercises (verywellhealth.com)

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