

European Computer Driving Licence (ECDL)

The European Computer Driving Licence (ECDL) is an internationally recognised qualification which enables people to demonstrate their competence in office based computer skills. ECDL is designed specifically for those who wish to gain a benchmark qualification in computing to enable them develop their IT skills and enhance their career prospects. It can help you to be more efficient in your existing job and impress your employer, or even give you the ability to get a new job.

The ECDL syllabus is designed to cover the key concepts of computing, its practical applications and their use in the workplace and society.

The course includes:

- defining assertiveness in the context of each individual's 'Bill of Rights'
- responding instead of reacting — focusing on assertiveness as a skill that can be learned, rather than an instinctive behaviour
- achieving objectives through assertive communication

- refusing assertively — negotiating rather than saying no
- giving and receiving criticism
- managing confrontation assertively
- role playing and other exercises to give delegates the opportunity to practise techniques, receive feedback and develop a personal action plan

This course is suitable for managerial and professional staff who need to communicate more confidently and effectively, whether instructing or influencing others.

Duration: 2 days



The Island Partnership

Trinity Road, Sheerness, Kent, ME12 2PF. Tel: 01795 596700