

Hands-on course , 2
day(s)
Ref : ASO

Participants

Anyone who needs to master the principles and practices of effective, assertive communication.

Pre-requisites

Fluent spoken English.

Next sessions

Assertiveness

OBJECTIVES

By the end of the programme participants will be able to: identify ways of building self-esteem and confidence, express their ideas and feelings adequately in a constructive manner, and overall, enhance interactions with others. The programme has been designed, with the aid of practical techniques, to help participants learn how to change their behaviour and deal assertively with a variety of complex workplace situations for positive outcomes.

1) Your dominant behavioural style

2) Assertive behaviour

3) Giving and receiving constructive criticism

4) Practicing the Art of saying No

5) Handling conflict assertively

1) Your dominant behavioural style

- Self-assessment.
- Identifying strengths and areas of improvement.
- Developing assertiveness skills.
- Your personal plan for success.

Exercise

Assertiveness questionnaire, self-evaluations.

2) Assertive behaviour

- Understanding assertiveness and how it differs from aggressive and passive or submissive behaviour.
- Analysing the 7 main components for effective and assertive communication.
- Active Listening and Responding.
- Tuning your non-verbal communication.
- Creating empathy.
- Effective questioning.

Exercise

Interactive Cases: Role-play situations. Group discussion.

3) Giving and receiving constructive criticism

- Dealing with fear, criticism and unfair or threatening behaviour.
- Best practices for giving and receiving constructive feedback.
- Creating Win-Win situations.
- Setting positive boundaries.
- Assertiveness Behaviour Model: DESC.

4) Practicing the Art of saying No

- Asking for what you want to meet your needs.
- Influencing others without manipulating.
- Expressing messages, opinions and thoughts clearly and accurately whilst respecting the rights of others.
- Reducing stress level.
- Managing time more effectively.
- Closing conversations.
- Gaining increased confidence physically and vocally.

5) Handling conflict assertively

- Dealing with aggressive behaviour and offering an alternative to conflict.
- Managing your emotions in stressful situations.
- Applying models and tools to manage conflict and achieve resolution.
- Adopting different interpersonal communication styles.
- Gaining respect and enjoying greater self-esteem.

Exercise

Role-play situations.