

## Mastering Positive Assertiveness

### Overview

---

In this course, students will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

### Target Audience

---

Team leaders, managers, executives and other business professionals, as well as those who would benefit by being able to assert themselves more effectively in a professional environment.

### Course Objectives

---

After completing this course, students will know how to:

- Develop the necessary skills to communicate with confidence
- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize that art of asking questions to elicit more from others
- Leverage your body language for full communication
- Make the best first impressions by looking, sounding and being confident

### Course Outline

---

#### 1 - What is Assertiveness?

Differentiating Self-confidence from Assertiveness

Understanding the Four Styles of Communication

What Separates Assertiveness from Passiveness, Aggressiveness, and Passive-Aggressiveness

#### 2 - Dimensions of Communication

Differentiating Listening from Hearing

Developing Emphatic Listening Skills

Utilizing Question Types – Open, Clarifying, and Closed

Converting Negative Thinking into Positive Thinking

### 3 - Body Language Says It All

Managing Your Appearance  
Understanding Non-verbal Communication  
Making the Right First Impression  
Speaking with Confidence  
Relaxing and Reducing Anxiety

### 4 - Dealing with Difficult Situations

Dealing with Difficult People  
Building Rapport and Trust  
Appreciating the Different Ways that People Send and Receive Information  
Breaking Down Barriers and Building Consensus  
Applying PEGASUS  
Utilizing a Tactical Approach  
Choosing the Proper Form of Communication

---