

## 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

[Register Online](#)

### Schedule

Class Length: 2 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
 ILT = "Instructor-Led-Training"

02/21/22	11:00AM - 7:00PM	Online LIVE	OLL	\$1,500.00
05/23/22	9:00AM - 5:00PM	Online LIVE	OLL	\$1,500.00

### **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

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