

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
