

Course Outline | Assertiveness - A practical guide

1 day(s)

Overview

This course intends to guide the delegates through the techniques required to express themselves and their rights without violating the rights of others. They will learn appropriate, direct, open, and honest communication, which is self-enhancing and expressive. It will encourage them to learn the required skills and disciplines to feel self-confident, improve their decision-making ability and generally gain the respect of peers and friends.

Course Outline

Identifying Assertiveness

- What is Assertiveness?
- Selfishness and Aggressiveness
- Passive and Submissive Behaviour

Techniques for Assertiveness

- Choose Assertive Words Carefully
- Taking Ownership
- Believe in your Rights
- Giving Assertive Responses
- Use "I" messages
- Being Assertive in Real Life Situations
- Expressing your Feelings
- Handling Provocation or Conflict Constructively
- When and how to compromise on key issues
- Expressing Anger Constructively

Communication Verbal, Visual and Implied

- Understanding the Communication Process
- Basic Principles of Communication
- Types of Communication

Action Plan

- Allowing Sufficient Time
- Effective Communication
- Checking out our Assumptions
- Putting the Plan into Action
- Reviewing the Results
- Discipline

Practical Session Summary