



Assertiveness Skills for Professionals[®]

Professional Development Seminar

LEARNING OUTCOMES

- HANDLE DIFFICULT PEOPLE AND SITUATIONS QUICKLY AND EFFECTIVELY
- ENCOURAGE OTHERS TO BRING YOU SOLUTIONS, NOT PROBLEMS
- SPEAK UP ASSERTIVELY WITHOUT SEEMING PUSHY
- ASSERT YOURSELF WITHOUT BEING HEAVY-HANDED
- COMMUNICATE FIRMLY AND PROFESSIONALLY WITH OTHERS

How many times have you wanted to express yourself more clearly but felt you couldn't. In today's workplace, assertiveness is one of the most effective communication methods for building better relationships and conveying your thoughts and feelings. That's because a relationship built on assertiveness is usually one based on mutual trust and mutual respect.

Whether you are a manager or team member, to get cooperation and results from others you've got to be authoritative without seeming to steamroll people. In meetings and general communication you need to get your point across, without being pushy or on the other hand, too wishy-washy.

Now you can learn to communicate with greater confidence and authority. **Assertiveness Skills for Professionals[®]** is a powerful one-day seminar designed to provide you and your colleagues with the assertive communication skills essential to get cooperation from others and with greater confidence and authority.

Through interactive exercises, insightful discussions and activities, you'll master people skills and assertive communication techniques guaranteed to give you an edge when you deal with the people, problems, and situations that once caused you stress. Each participant will develop an understanding of the meaning and benefits of assertive communication. This powerful professional development program is packed full of practical ideas, techniques and strategies that are highly relevant and readily able to be implemented in any workplace.

- ✓ Learn how to get even the most unbudging person to compromise.
- ✓ 3 methods for dealing with aggressive colleagues.
- ✓ How to involve others without inviting them to usurp your authority.
- ✓ Use the most effective way to cut to the heart of any problem.



Seminar Overview

What's Included

SESSION OUTLINE

(One-Day Program 8:30 – 5:00pm)

Module 1

- How assertive are you?
- Defining assertiveness
- Assertive characteristics
- The three communication styles: passive, assertive, aggressive
- Personal influences and assertiveness
- The power of self-esteem and beliefs

Module 2

- The five types of assertiveness
- The five methods for responding to criticism
- How to respond to manipulative behaviour
- Techniques in resolving conflicts
- How to respond to the emotion of anger
- The best way to say "no" assertively

Module 3

- Using your body language to communicate assertively
- Understanding tonality
- The power of your voice. How your voice can be used to convey power and authority

Module 4

- Techniques for preventing and coping with stress when dealing with challenging situations.
- Assertiveness skills for meetings and difficult situations
- Strategies for building and projecting a positive self-image



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

FREE eCOACHING FOR ALL PARTICIPANTS

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to a 6 month e-Coaching program free!

This unique coaching program starts 14 days after the training.

At the comfort of their desk and at a time which suits them, participants enjoy these eCoaching sessions, as they reinforce all that has been learnt at this development program.



CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



CONTACTING US

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