

ASSERTIVENESS

A ONE DAY NON RESIDENTIAL WORKSHOP

the art of confident communication

Assertiveness is for everyone. It is a skill in much the same way that negotiating, delegating and other identifiable business skills are basically communication skills. It is a skill that enables people to be more confident and to say the right thing at the right time.

Assertiveness increases the chance of success in any human transaction and as such, supervisors, managers, sales executives as well as secretarial staff, accounts staff and all who deal with others, will find this a fascinating and really useful workshop.

Programme Contents

- What is Assertiveness?
 - What It is Not
 - Why We Need It
- Culture and Gender Inhibitions
 - Why It is Not Easy
- Counselling Yourself
 - The Need to Control Reaction
 - Learning to Respond
 - Changing Your Mind
 - Creating Self Esteem
- Two Way Communication
 - Listening
 - Your Voice
 - Body Language
- How to be Assertive
 - The Three Steps
- Assertiveness Techniques
 - The Need to Think Positively
 - Use Your Inner Dialogue
 - Fogging the Issue
 - Facing Aggression
 - Broken Record
 - Discrepancy Assertion
 - Negative Feelings Assertion
 - Don't Let Your Emotions Take Charge
 - Saying No
 - Negotiating a Solution
 - Workable Compromise
 - Win, Win
- Your Plans for Future Self Development