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Learning Style: Online Instructor-Led

Technology:

Difficulty: Beginner

Course Duration: 2 Days

Mastering Positive Assertiveness



About This Course:

Ensuring that you are both heard and understood is an essential skill, but it can easily come across as antagonistic and confrontational. Whether addressing behavioral issues or directing a meeting, it is important that you be properly self-confident and empathetic, while maintaining positive work relationships.

Course Objectives:

- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize the art of asking questions to elicit more from others
- Leverage your body language for full communication
- Make the best first impression by looking, sounding, and being confident

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 will benefit from this course.

Prerequisites:

- None

Course Outline:

An Overview of Modern Assertiveness

- Understanding modern assertiveness
- Establishing the three levels of “self”
- Understanding your rights to self-assertiveness

Understanding Communication Styles

- Authenticity and Awareness The Four DISC
- Behavioral Styles Leveraging the four styles of communication

Dimensions of Interpersonal Communication

- Hearing, listening, and active listening
- Employing empathy within communication
- Questioning with proper intent
- Comprehending the impact of your thoughts on your reality

The Importance of Body Language

- Understanding non-verbal communication
- Making a powerful first impression
- Leveraging the para-verbal keys to communication
- Speaking with confidence

Dealing with Difficult Situations

- Relaxing and reducing anxiety
- Dealing with difficult people
- Utilizing best practices in communication
- Building rapport and trust

Reaching Alignment and Giving Great Feedback

- Building consensus The Four Dimensions of Trust
- Giving feedback effectively with POP and SSC
- Using “we” language to build better consensus