



Developing Positive Assertiveness

Course Duration: 2 Days

Course ID: 12447

Course Overview

From resolving misunderstandings with colleagues to negotiating complex deals and leading project teams, you use influence as part of your everyday work life. While there are several different styles of interpersonal influence, research shows that assertive behavior has the greatest impact on individual success and organizational performance. The good news is that influence is a learned skill, and Positive Assertiveness training, some self-discovery, and a healthy dose of practice, people can develop their ability to be assertive.

This dynamic two-day Positive Assertiveness Training course will help you improve teamwork, focus discussions, and build relationships, but will also help you become competent, constructive, confident, and perform at your best. Further, you will learn how to ask for what you need, handle confrontations gracefully, and put your ideas forward with confidence.

Prerequisites

To ensure your success, we recommend you first attend the following course, or have equivalent knowledge:

- Emotional Intelligence Training

Course Objectives

- Understand what it means to be assertive
- Validate Assertive Behaviors and Language
- Recognize the assertiveness continuum
- Identify personal blocks to assertiveness
- Demonstrate assertive language and behaviors
- Discover how to use assertive behaviors in everyday situations
- Straight Talk in Any Situation



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Course Outline

Module 1: How to Develop Positive Assertiveness

- Three Basic Behavior Styles
- Can Behaviors Change?

Module 2: Ensuring Successful Change

- The Five Ps of Successful Change
- Are You Using the Right Maps?
- Self-Fulfilling Prophecy
- Positive Mental Imagery
- Programming Yourself for Success

Module 3: Feelings: The Emotional Part of Assertiveness

- The Emotions of Assertiveness
- Choice and Win-Win Relationships
- Talking About Feelings

Module 4: Changing Your Behaviors

- Choosing Assertive Words Carefully
- Body-Language Signals
- Stop Signs and Green Lights

Module 5: Expanding Your Assertiveness

- Four Assertive Styles
- Sending Assertive Messages
- Identify Styles to Enhance Communication

Module 6: Assertive Power Steps

- Four Steps to Assertive Communication
- Step 1: Repeat the Question or Statement
- Step 2: Command, Don't Ask
- Step 3: Add Emotion
- Step 4: Introduce Consequences

Module 7: Assertive Confrontation

- Defining the Problem
- Five Tools for Successful Confrontation
- Active Listening
- Goals for the Present and Future
- Give Yourself Credit for Success