

## Assertiveness Skills: Communicating with Authority and Impact - 2 Days

### Course 244 Overview

#### You Will Learn How To

- Demonstrate and model assertive behaviour for win-win outcomes
- Gain self-awareness of your attitudes, behaviour patterns and habits
- Develop a positive, proactive response to difficult behaviours in others
- Exhibit confidence in your ability to address challenging situations
- Enhance your skill set using proven tools, tactics and techniques
- Generate the results you want when dealing with others

#### Course Benefits

Professionals at all levels need the ability to project their thoughts and ideas with an assertive communication style. The skill of expressing opinions confidently and clearly is critical. In this course, you gain the knowledge and skills to proactively and effectively apply appropriate levels of assertiveness in a professional environment. You also design a personalized action plan to further develop your assertiveness skills for use back at work.

#### Who Should Attend

Anyone interested in building effective and assertive communication skills, including business, nonprofit, government and educational professionals, and team and project leaders.

#### RealityPlus™

Experiential activities, including real-playing and role-playing, allow you to simulate real-world situations and practice the skills and techniques presented throughout the course. Activities include:

- Practicing assertive communication
- Exhibiting confident body language
- Developing assertive characteristics
- Modeling assertive behaviour options
- Assertively managing real-world pressures and demands
- Profiling your conflict handling style
- Applying assertiveness techniques
- Responding proactively to common challenges
- Planning successful outcomes
- Giving and receiving structured feedback

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### Course 244 Outline

#### Introduction

- Identifying goals and themes
- The power of self-awareness
- Establishing the value of mutual benefit

#### Assertiveness Essentials

##### Recognizing modes of interactive behaviour

- Considering critical attributes of assertive behaviour
- Identifying characteristics of nonassertive behaviour
- Acknowledging areas of personal vulnerability and opportunity
- Responding appropriately to manipulation or bullying

##### Contextual and situational considerations

- Asserting 360 degrees: Peers, direct-reports, bosses and vendors
- Assessing the impact of organizational culture
- Accommodating intercultural norms
- Navigating power relationships within the organization

#### Expressing Personal Power

##### Pinpointing patterns of behaviour

- Raising self-awareness
- The role of personal history
- Exploring how identity, fear and habits impact results
- Creating new personal effectiveness

##### Mapping how people handle conflict

- Enhancing your ability to respond to conflict
- Recognizing your conflict style as a factor in assertiveness
- Responding differently to different situations
- Considering the role of Emotional and Social Intelligence

#### Overcoming Challenging Situations

##### Applying viable assertiveness techniques

- Deciding which situations call for assertiveness
- Witnessing the dynamics of constructive and destructive interactions

##### Adopting effective assertiveness strategies

- Developing options to respond productively

- Identifying your assertiveness style and adapting your approach
- Giving up blame and focusing on solutions
- Seeing the win-win potential of cooperation
- Finding the root cause through effective questioning

#### Building Your Assertiveness Skill Set

##### Committing to assertive and skillful

##### outcomes

- Developing powerful nonverbal communication
- Accepting responsibility for resolution
- Initiating improved communication
- Communicating clearly in complex situations
- Deflecting criticism and personal attacks

##### Developing the tools

- The power of "I" statements
- Saying "no" productively
- Addressing difficult issues using the DESC approach
- Pushing through resistance
- Selecting the appropriate tools

#### Mastering Assertiveness

##### Establishing a proactive assertiveness style

- Taking time to think clearly
- Modeling productive approaches
- Responding to everyday situations
- Giving and receiving feedback

##### Practicing effective assertiveness principles

- Leveraging a four-step process model
- Accurately assessing your situation
- Targeting desired outcomes
- Measuring results

#### Launching Your Assertiveness Plan

##### Constructing an assertiveness action plan

- Adopting an attitude of responsibility and mutual respect
- Committing to timelines and outcomes
- Prioritizing changes in assertive behaviour

##### Putting the "action" into the assertiveness action plan

- Constructing a blueprint for your action plan
- Applying best practices under pressure
- Reinforcing your newly developed assertiveness skills for long-term value
- Scheduling time to assess progress

- Practicing assertive behaviours
- Modifying your action plan to accommodate change