

Assertiveness Skills: Communicating with Authority and Impact

Length: 3 Days

COURSE CONTENT

ASSERTIVENESS ESSENTIALS

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

APPROPRIATE AND SITUATIONAL CONSIDERATIONS

- Assessing the impact of organizational culture
- Accommodating intercultural norms
- Navigating power relationships within the organization

EXPRESSING PERSONAL POWER: PINPOINTING PATTERNS OF BEHAVIOR

- Raising self-awareness
- 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
- 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
- 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
- Pushing through resistance

MASTERING ASSERTIVENESS: ESTABLISHING A PROACTIVE ASSERTIVENESS STYLE

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

PRACTICING EFFECTIVE ASSERTIVENESS PRINCIPLES

- Accurately assessing your situation
- Targeting desired outcomes
- Measuring results

LAUNCHING YOUR ASSERTIVENESS PLAN

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