

# Assertiveness Skills: Communicating With Authority & Impact

Course: **00030**

Filter: **Beginner**

Duration: **3 days**

Category:: **Personnal Development**

Price: **2500,00 €**

## About Course

Those who communicate with assertiveness, rather than passivity or aggression, are more likely to maintain positive workplace relationships while meeting their goals. Through video demonstrations, role-playing activities, journaling, and practical workshops, this training course will help you leverage proven techniques to become self-aware of behaviour patterns and increase your ability to get work done.

## What you'll learn

- 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
- Exhibit confidence in your ability to address challenging situations

## Targeted audience

- IT professionals, IT project managers, IT managers, IT project team members, associate project managers, project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers, and program managers.

## Pre-requisites

- If you have previously taken Project Management Fundamentals, you should not take this course, as there is significant content overlap.

## **Curriculum**

### **Module 1: Assertiveness Essentials**

- Considering critical attributes of assertive behaviour
- Identifying characteristics of nonassertive behaviour
- Acknowledging areas of personal vulnerability and opportunity
- Responding appropriately to manipulation or bullying
- Asserting 360 degrees: peers, direct-reports, bosses and vendors
- Assessing the impact of organisational culture
- Accommodating intercultural norms
- Navigating power relationships within the organisation

### **Module 2: Expressing Personal Power**

- Raising self-awareness
- The role of personal history
- Exploring how identity, fear and habits impact results
- Creating new personal effectiveness
- Enhancing your ability to respond to conflict
- Recognising your conflict style
- Responding differently to different situations
- Considering the role of Emotional and Social Intelligence

### **Module 3: Overcoming Challenging Situations**

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

#### **Module 4: Building Your Assertiveness Skill Set**

- Developing powerful nonverbal communication
- Accepting responsibility for resolution
- Initiating improved communication
- Communicating clearly in complex situations
- Deflecting criticism and personal attacks
- The power of "I" statements
- Saying "no" productively
- Addressing difficult issues using the DESC approach
- Pushing through resistance

#### **Module 5: Mastering Assertiveness**

- Taking time to think clearly
- Modelling productive approaches
- Responding to everyday situations
- Giving and receiving feedback
- Leveraging a four-step process model
- Accurately assessing your situation
- Targeting desired outcomes
- Measuring results

#### **Module 6: Launching Your Assertiveness Plan**

- Adopting an attitude of responsibility and mutual respect
- Committing to timelines and outcomes
- Prioritising changes in assertive behaviour
- Constructing a blueprint for your action plan
- Reinforcing your newly developed assertiveness skills
- Scheduling time to assess progress
- Practising assertive behaviours
- Modifying your action plan to accommodate change