

Assertiveness Skills

Training Course	Assertiveness Skills
Course Language	English
Course Duration	Total Number of hours : 18 Hours
Course Objectives	<ul style="list-style-type: none"> - Establishing emotional control - Minimizing conflict - Effective communication for confidence building - Rapport Building and mirroring - SMART approach for assertive behaviors - STAR model for expressing disagreements - Developing a positive mindset - Overcoming negative thoughts - Effective utilization of personal power - Anger management
Course Content	<p>Course Key Topic Area Includes:</p> <ul style="list-style-type: none"> -90/10 principle for creating emotional control -Emotional intelligence for regulating behaviors -Establishing emotional control to impact behavioral control -Traffic lights methodology to exercise power -Using language for positive impact -Hot and cold conflict management strategies -Positive body talk -Empathetic listening -10/20/30 approach for punchy presentations -Recipe for conducting confident conversations -Constructive ways of expressing disagreements -How to manage strong negative feelings? -Using SMART approach for confident planning -STAR model for communicating in challenging situation

Learning Outcomes

- At the end of the program the trainees should be able to:
- Utilize verbal and non-verbal communication for confident conversations
 - Become emotionally tuned to listeners which should improve the quality of communication
 - Become better at handling conflict at work and in personal life
 - Make effective use of emotional intelligence to better manage internal and external feelings
 - Use power in a conducive and a productive manner
 - Deal with negative behaviors in a more constructive way

Target Audience

This course should be useful for anyone who wants to improve their assertive skills in personal and professional life. More specifically, course should be beneficial for junior and middle management employees who are working in teams and dealing with a wide variety of people as a part of their job.

Course Material /Technology used/ Details Relevant to the course.

Blended approach, with emphasis on 'experiential learning', will be utilized during the course to create a conducive and vibrant knowledge sharing environment. Numerous individual and group activities will be used to activate and apply the course content. In particular, LEGO Serious Play, interactive discussions, team presentations and mini cases will form a major part of the course. No prior course preparation will be required. All materials to be used will be given at the beginning of the course.