

Assertiveness

One Day Highly Interactive Workshop

Course Description

Assertive staff are extremely lucrative to companies because they can express themselves freely, get things done, don't take no for an answer (which is useful when dealing with clients) while at the same time appear polite, professional and fair.

During this **Assertiveness course** the delegates will gain the tools and techniques how to boost their confidence and express themselves assertively. Handling other people, whether they are aggressive or passive, is something we all need to do no matter what we do in our jobs and doing it well consistently requires a skill. This course helps delegates to master this skill.

This course contains many practical, step-by step guidelines on how to approach others and construct sentences to get maximum results. Delegates will learn about the right attitudes, body language, styles of communication and psychology behind manners such as *passive-aggressive* behaviour. Delegates also learn how to stay in control and project that feeling into others as well.

Course Objectives

Upon completion of the session, participants will be able to understand and immediately apply the following Assertiveness concepts in their own workplace:

- **Building Self Confidence**
- **Distinguish** between assertive, aggressive and passive behaviour (Styles)
- Express yourself assertively using **specific verbal and non-verbal techniques** and get maximum results
- Request what you want assertively and **get it**
- **Criticise** and change behaviour while staying friends
- Use a simple technique to **reinforce the behaviour of others**
- **Disagree** with the other person in such a way that **helps them understand your stance** on the matter without taking it personally
- **Handle difficult (problematic) situations** and people confidently and assertively.
- **Say No** and be loved for it!
- Develop techniques for better **working relationships** using assertiveness.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com

Assertiveness

One Day Highly Interactive Workshop

Course Content

1. Understanding Different Styles of Assertiveness Behaviour

- A definition of assertive behaviour and the benefits it offers
- Distinguishing between assertive, aggressive and passive behaviour
- Assertiveness at work - understanding human behaviour

2. Recognising Your Own Style and Behaviours

- Self-assessment of your style – the associated strengths and weaknesses
- Cultural and gender based influences on your behaviour
- Building relationships with work colleagues
- Developing an assertive behavioural style

3. Why do People Behave the Way They Do?

- An introduction to the principles of Transactional Analysis
- Assertiveness at work - understanding human behaviour
- How are you perceived by others?
- Avoiding the games people play

4. Handling Difficult Situations, Problems and Conflicts

- Tackling barriers to assertiveness – recognising and dealing with fear and apprehension
- Confronting common problems which occur in the workplace
- Resolving conflict – dealing with difficult people
- Raising sensitive issues

5. Assertive, Persuasive and Positive Communication

- Moving from negative to positive ways of thinking – building your self-esteem
- Are you saying 'yes' when you should be saying 'no'?
- The art of persuasion – getting ideas across
- How self-esteem affects confidence and influences behaviour – using assertive language
- Identifying ways of building self-esteem and developing confidence

Assertiveness

One Day Highly Interactive Workshop

6. Assertive Techniques

- Taking control through positive body language
- Using assertive and positive language – making your message clear
- Giving and receiving critical feedback
- Persuasion skills and coping with criticism
- Applying assertive techniques in different workplace situations
- Establishing your goals and a plan of action for implementation on your return to work

Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training in the event that the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.

Follow us on



Let's Stay In Touch [Click Here To Subscribe](#) SIEGER TRAINING INDIA Workshop Updates

Copyright (C) 2015, Sieger Training Consultants (P) Limited, All Rights Reserved.

SIEGER TRAINING CONSULTANTS (P) LIMITED

Plot No: 106, Bharathiyar St – Chellappa St Junction, Visalakshi Nagar, Santhosapuram, Chennai – 600073. Tamil Nadu, INDIA.

Ph: +91 44 22781335, +91 44 42837167, HP: +91 9500120969, +91 9500129901, +9840097567, +91 9840059445

Email: training@siegergroups.com | Visit us at: www.siegergroups.com