



## Assertiveness Skills & Dealing With Difficult Situations

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# Assertiveness Skills & Dealing With Difficult Situations

## Course Summary:

Some people find it too hard to communicate in an effective, confident, and articulate manner. You may be this type of person; you cannot correct the negative actions of others.

Assertion means standing up for what you want. Stating your needs clearly, and being capable of expressing opposition. It requires confidence takes courage. Some of us find it harder than others because of a natural easy-going style and so often opportunities to practice is required. However, the aim is not simply to always gain a 'win'. The aim should also include the desire and ability to solve the problem and get the best result. Assertion is not synonymous with aggression - so often prevalent as others adopt an 'I win - you lose' position to achieve their objectives.

The clear communication of ideas, whether to clients, colleagues or to management, is a key factor in determining personal success.

By attending this course you will discover how to overcome negative thinking, think positively, strengthen your self-image, communicate assertively with confidence, express ideas clearly to others and develop personal effectiveness to achieve goals.

This programme is highly interactive. Practical communication tools and techniques will be used to enable you to skill build.

## Learning Methods

All or a combination of the enabling tools and techniques below will be used to aid learning and skill build:

- Presentation delivery is based on "real life" organizational issues, combined with the practical application of research
- Group work / Action Learning Sets
- Individual work
- Applicable and practical case study analysis
- Self-assessment diagnostic questionnaires
- Pre and post knowledge assessment
- DVD input
- Question and answer session
- Refresh and energizer activities

## Who Should Attend?

This program is designed for professionals looking to enhance their career by becoming a better communicator, interacting more effectively with those they work with at all levels. The course will prove invaluable for Managers, Team Leaders, Support Staff, and anyone looking to develop their professional skills.

## Course Objectives:

By the end of this course, delegates will learn about:

- Identify the difference between assertive and aggressive communication
- understand what is meant by assertive behaviour
- communicate assertively verbally and nonverbally
- increase self belief, self confidence and self esteem
- identify the differences between assertive, aggressive and passive behaviour
- increase self belief, own image, self confidence and self esteem
- have and express different opinions and ideas to other people, and have them respected
- understand why it is ok to say 'no'
- take charge of your environment / handle people and situations with confidence
- identify the behavior and characteristics of yourself and others
- understand your behavior style
- identify individual strengths, weaknesses and areas for development
- develop a action plan to monitor individual progress

## Course Outline:

### What Will You Receive?

- An interactive, interesting and professional presentation relating key concepts to individual and organisational development.
- Reference materials.
- You will be re-energised and prepared to implement methods learned.

## ASSERTIVENESS

- Introduction defining key terms
- Understanding different types of behaviour – Aggressive, passive, assertive and passive-aggressive
- Barriers to assertive behaviour
- Building more effective relationships
- What are your assertiveness rights?
- Understand behavior styles
- Persuasive and assertive communication
- Step process
- Being assertive without being aggressive
- Giving and receiving feedback assertively
- Making and declining requests
- Overcoming self-imposed barriers and limitations in meetings
- Dealing with criticism in a confident and assertive way
- Conducting an assertive appraisal
- Assertive negotiation
- Handling emotions of anger and frustration
- How to deal with criticism
- Syndicate Exercises

## DEVELOPING SELF CONFIDENCE

- Clearing beliefs, mental blocks, negative conditioning, laziness, anxiety & depression
- Know your strengths and weaknesses
- Developing a positive mental attitude & creativity
- Creating a positive self image using affirmations therapy
- Inspire confidence through communicating effectively
- Boosting confidence with positive self-talk
- Take charge of the Environment
- How to start a conversation with a stranger, win friends & win-win relations
- Developing confident body language
- Verbal techniques
- Physical techniques
- Unconscious communication
- How to use body language to enhance your communication success
- SWOT Analysis of SELF

- Syndicate Exercises

## Assertiveness & Developing

### **PRESENTING WITH SELF CONFIDENCE**

- How to say what you want to say
- Power of pause & silence
- Combining gesture and voice (paraverbal and paralinguistic)
- Looking, sounding and speaking with greater confidence
- Syndicate Exercises

### **EXPLORE WAYS FORWARD - SUMMARY**

- Highlight plans for future development
- Participant knowledge assessment
- During the programme the trainer will assist in the identification of strengths, weaknesses and areas for development and provide an Action-Planning opportunity for post-course use to help monitor and evaluate progress.

### **GROUP DISCUSSION, QUESTION & ANSWER SESSION, ACTION LEARNING SETS**

### **EVALUATION AND CLOSING.**