



Speak up. Be heard. Make a difference!

ASSERTIVENESS COURSE

If you want to know how to speak up for yourself, influence others and contribute positively to the world.

Then this course is for YOU!

Be Assertive, Positive and Confident

The 2-day Assertiveness Training Course provides you with the knowledge, tools, tactics and practical experience to communicate assertively and confidently.

You will learn from qualified trainers, professional communicators and experienced business professionals in a friendly, encouraging and supportive environment to:

- Understand your assertiveness style and preference
- Develop inner strength
- Listen & respond assertively to criticism & feedback
- Be able to accept and refuse requests
- Prepare for and hold difficult conversations
- Increase your active listening skills
- Improve knowledge & use of powerful questions
- Gain deeper understanding and compassion
- Stay calm and express your ideas and opinions in a direct, honest manner



Your satisfaction is 100% guaranteed.

At this course you will receive:

- ✓ Knowledge on assertiveness foundations and how to identify your current strengths and weaknesses
- ✓ Strategies and techniques to develop your assertiveness and a positive sense of self
- ✓ Real-life related scenarios and role-plays with collaborative discussion to embed new skills
- ✓ Assertiveness Training Workbook to capture your ideas and action plans
- ✓ Videos of your role-plays for review and reflection
- ✓ An action plan for your must-solve situations
- ✓ Constructive feedback and coaching to improve
- ✓ Certificate of Achievement

Book Now!

Phone: 0401 059 934 | Email: training@artofcommunicating.com.au

Training at your premises | Or our training room location: Adina Apartment Hotel, 511 Kent St. Sydney

Session Plans – Day 1

Foundations of Assertiveness

Passive, assertive, and aggressive behaviours
Understand how socialization affects your behaviour
Identify personal work/personal situations and obstacles that challenge you

Identify Your Communication Strengths & Weaknesses

Assess your communication style and preferences
Know how value systems impact your assertiveness

Develop Inner Strength

Explore the assertive components of becoming comfortable in your own S.K.I.N.: Support self-esteem; Know self; Initiate dialogue; Negate negative self-talk

Improve Your Impact with Others

Understand the 3 components of communication and factors that influence their impact
Apply active and reflective listening skills to build assertiveness techniques
Listen and respond assertively to feedback and criticism
Deal with aggressive and submissive behaviours

Session Plans Day 2:

Assertive Strategies and Application

Demonstrate a 5-step model to express confidently
Explore 5 assertive techniques
Know how to make and refuse requests
Respond appropriately to common put-downs

Integrate Assertiveness & Confidence Skills into Your Life

Review the uses of strategic tools, models and techniques
Apply assertiveness techniques to analyse and plan around your own must-solve situations
Facing up to challenges & difficult conversations
Create a plan for addressing your current situations

This course also includes:

- Practical hands-on experiences
- Video feedback & personal coaching
- Friendly, enthusiastic, supportive environment
- Assertiveness training workbook
- Morning teas & delicious lunches
- Certificate of Achievement

Course Objectives

Develop Self Confidence and a Deeper Understanding of Others, given:

- Assessment of current behaviour in challenging situations and your impact
- How to attune internal dialogue - from sabotage to strength
- Knowledge of assertive and non-assertive behaviours
- Emotional intelligence and understanding transactional analysis
- Personal plan to address your current situation

Learn Techniques that Enable You to Stand Up, Speak Up & Get Results, given:

- Key barriers to effective communication
- How to make and/or refuse requests
- Processes to prepare and successfully hold critical conversations
- Techniques to handle aggressive and submissive behaviours
- Strategies to negotiate win-wins
- Process to manage stress - physically, mentally & emotionally
- Practical, powerful questioning skills
- Listen to feedback and respond assertively

Practical Exercises to Increase Assertiveness and Confidence in Real-Life Situations, given

- Role plays & real-life scenarios to embed skills
- Explore 5-step assertive techniques
- Coaching & in-depth discussion

Benefits for You:

- ✓ Achieve win-win in day to day situations
- ✓ Stand your ground, think clearly
- ✓ Take responsibility for yourself and your actions
- ✓ Express your ideas openly, directly and honestly
- ✓ Stay calm; Ask questions
- ✓ Master open body language and eye contact
- ✓ Gain a deeper understanding and compassion
- ✓ Think positively, improve your career

Need More Information?

Please call: 0401 059 934

or email: info@artofcommunicating.com.au

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See Next Course Dates & Book On-line: http://www.artofcommunicating.com.au/assertiveness_training_sydney.htm
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