

Soft-Train



*At Soft-Train
Technology Works*

Assertiveness Training for Managers (1 Day)

COURSE GOAL: Learn to channel assertiveness skills to interact more effectively with people throughout the organization.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Improve communication by using assertive-responsive skills
- Tap other resources to get the job done
- Exercise greater influence on others
- Empower yourself and your staff

KEY TOPICS:

I. How to Develop Positive Assertiveness

- A. Three Basic Behavior Styles
- B. Can Behaviors Change

II. Ensuring Successful Change

- A. The Five P's of Successful Change
- B. Are You Using the Right Maps?
- C. Self-Fulfilling Prophecy
- D. Positive Mental Imagery
- E. Programming Yourself for Success

III. Feelings: The Emotional Part of Assertiveness

- A. The Emotions of Assertiveness
- B. Choice and Win-Win Relationships
- C. Talking About Feelings

IV. Changing Your Behavior

- A. Choosing Assertive Words Carefully
- B. Body Language Signals
- C. Stop Signs and Green Lights

V. Expanding Your Assertiveness

- A. Four Assertive Styles
- B. Sending Assertive Messages
- C. Identifying Styles to Enhance Communication

VI. Assertive Power Steps

A. Four Steps to Assertive Communication

VII. Assertive Confrontation

A. Defining the Problem

B. Five Tools for Successful Confrontation

C. Active Listening

D. Goals for the Present and Future

E. Giving Yourself Credit for Success