

Soft-Train®



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Technology Works*

Assertiveness Training for Managers (1 Day) ST00074

COURSE GOAL: To provide the student with tools and techniques to promote positive, assertive communication

PREREQUISITES: None

LEARNING OBJECTIVES:

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

- Communicate assertively in a positive manner.
- Promote open communication with staff and family.
- Use positive communication to achieve goals.
- Understand the role of body language in positive communication

KEY TOPICS:

- I. How to Develop Positive Assertiveness**
 - A. Three Basic Behavior Styles
 - B. Nonassertive
 - C. Aggressive
 - D. Assertive
 - E. Can Behaviors Change?

- II. Ensuring Successful Change**
 - A. The Five Ps 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 Relationships
 - C. Win-Win Relationships
 - D. Talking About Feelings

- IV. Changing Your Behaviors**
 - A. Choosing Assertive Words Carefully
 - B. Body Language Signals
 - C. Stop Signs
 - D. Green lights

- V. Expanding Your Assertiveness**
 - A. Four Assertive Styles
 - B. Sending Assertive Messages
 - C. Verbal and Written
 - D. Identifying Styles to Enhance Communications

- VI. Assertive Power Steps**
 - A. Repeat Questions or Statements
 - B. Command, Don't Ask
 - C. Add Emotion
 - D. Introduce Consequences

- VII. Assertive Confrontation**
 - A. Define the Problem
 - B. Five Tools for Successful Confrontation
 - C. Active Listening
 - D. Goals for the Present and Future
 - E. Giving Yourself Credit for Success

- VIII. Relationships**
 - A. Matching
 - B. Mirroring
 - C. Why Bother to Match and Mirror?
 - D. Relationships with Relatives

- IX. Words and Phrases**
 - A. Direct, Assertive Communication
 - B. Honesty
 - C. Spontaneity

- X. Power**
 - A. Confident Delivery
 - B. Volume and Intonation
 - C. Projections
 - D. Position and Status

- XI. Yes and No**
 - A. Making and Refusing Requests
 - B. Broken Record

- XII. Problem People**
 - A. The Irate
 - B. The Stayer
 - C. The Rabbit
 - D. Your Boss
 - E. The critic

- XIII. Tricky Situations**
 - A. Giving Criticism
 - B. Compliments
 - C. Asking For A Raise
 - D. Being Interviewed
 - E. Presentations
 - F. Meetings
 - G. Conclusion