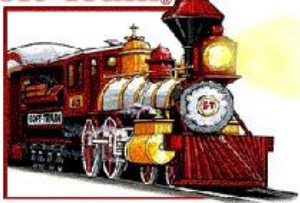


Soft-Train



*At Soft-Train
Technology Works*

Assertiveness Workshop (2 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:

- Speak up and say what they mean
- Build self-confidence
- Set boundaries
- Determine appropriate responses
- Say no to unreasonable requests

KEY TOPICS:

I. Understanding Assertiveness

- A. What is Assertiveness
- B. Overcoming the Stress Barrier
- C. Overcoming the Social Barrier
- D. Overcoming the Belief Barrier
- E. Reality Check

II. On the Launchpad

- A. Preparing for Change

III. Becoming Visible

- A. Nonverbal Behavior

IV. Being Present

- A. Giving Your Opinion

V. Taking the Good

- A. Receiving Positive Feedback
- B. Giving Helpful Positive Feedback

VI. Taking the Valuable

- A. Receiving Negative Feedback

VII. Constructive, Not Critical

- A.** Giving Corrective Feedback
- B.** The Assertive “No”

- C.** Making Requests Without Controlling Others
- D.** Countdown to Confrontation
- E.** Constructive Confrontation
- F.** Being You