

Soft-Train



*At Soft-Train
Technology Works*

Assertiveness Workshop (2 Days) ST00121

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:

- Understand the differences between Assertion, Non-assertion, and Aggression.
- Be assertive in communication with others.
- Handle aggressiveness and non-assertiveness from others.
- Set boundaries and determine appropriate responses toward others.
- Say no to unreasonable requests.
- Contribute assertively in meetings.
- Manage stress through assertiveness.

KEY TOPICS:

- I. Assertion, Non-assertion, and Aggression**
 - A. What Is Meant by “Assertion”
 - B. What Is Meant by “Non-Assertion”
 - C. What Is Meant by “Aggression”
 - D. The Effects of Non-assertion
 - E. How You Come to Behave Non-assertively
 - F. The Effects of Aggression
 - G. How You Come to Behave Aggressively
 - H. Why a Lot of Top Managers Behave Aggressively
 - I. Why Be More Assertive?
 - J. How Assertiveness Benefits Organizations

- II. Recognizing Assertive, Non-assertive and Aggressive Behavior**
 - A. The Verbal Aspects of Behavior
 - B. Recognition Exercise
 - C. Nonverbal Aspects of Behavior

- III. Beliefs and Rights**
 - A. Why Rights Are Important to Assertiveness
 - B. What Are My Rights?
 - C. Accepting Rights

- D. Taking Responsibility
 - E. Beliefs
- IV. Starting To Be More Assertive**
- A. Making Requests.
 - B. Disagreeing and Stating Your Views.
 - C. Giving Praise.
 - D. Receiving Praise
 - E. Giving Bad News.
- V. Negotiating Assertively**
- A. Difference Between Win-Win and Compromise
 - B. Needs Are Different From Solutions
 - C. Negotiating Assertively
 - D. Handling Hassles
- VI. Saying “No” Assertively**
- A. When Is It Appropriate to Say No?
 - B. Barriers to Saying “No” Assertively
 - C. Hints for Saying “No”
 - D. Handling Persistence
- VII. Types of Assertion**
- A. Six Types of Assertion
 - B. When to Use Different Assertions – General Rules
 - C. How to Say the Types of Assertion – Assertively
- VIII. Handling Negative Feelings**
- A. The Way Many People Handle Feelings
 - B. Where Feelings Come From
- C. The Nature of the Thinking Process
 - D. Handling Unproductive Feelings
- IX. Giving and Receiving Criticism About Performance**
- A. Giving Criticism
 - B. Receiving Criticism Assertively
- X. How Others Influence You**
- A. What We Mean by Influence
 - B. How Aggressions from Others Influences You
 - C. How Non-assertion from Others Influences You
 - D. How Assertion from Others Influences You
 - E. How People Influence You Through Their Past Behavior
- XI. Handling Aggression from Others**
- A. Different Levels of Aggression
 - B. Overcoming Barriers to Responding Assertively
 - C. Responding Assertively to Aggression from Others
 - D. Coping with Everyday Put-Downs
- XII. Handling Non-assertion from Others**
- A. Different forms of Non-assertion
 - B. Responding Assertively to Non-assertion

XIII. Being Assertive Upwards

- A. How We View Seniority in Organizations
- B. Fear of Negative Consequences
- C. Negotiating on Excessive Workloads

XIV. Contributing Assertively to Meetings

- A. Inner Dialogues for Contributing to Meetings
- B. Your Rights as a Member of a Meeting
- C. Hints for Contributing Assertively to Meetings

XV. Assertion During Times of Change

- A. Handling Uncertainty
- B. Avoiding the Blame Trap
- C. Reducing Feelings of Powerlessness

XVI. Assertiveness and Stress

- A. What We Mean by Stress
- B. The Signs of Stress
- C. The Causes of Stress
- D. Managing Stress Through Assertiveness
- E. Handling Stressful Situations
- F. How We Create Stress for Others

XVII. Continuing to Increase Your Assertiveness

- A. Choosing the “Right” Situations
- B. Preparing for Situations

C. Behaving Assertively During These Situations

D. Reviewing Situations Afterwards

E. Handling Unexpected Situations