

“Strengthen your leadership ability and image through assertive communication!”

Nobody's perfect. Now and then, you're probably going to overreact or underreact – you'll say something you wish you hadn't; hurt someone whose opinion you value. At this workshop, you'll learn how to be assertive: you'll send the right signals, get the right responses, handle yourself well in just about any situation, get things done, get what you want and command respect – without coming across as shy or pushy.

As you learn, practise and refine this essential skill, you'll also share your concerns with other professionals in a comfortable, supportive and informal learning environment.

Objectives

- Build and project a positive self-image
- Develop techniques to confidently express opinions & needs
- Learn to say no without being rude or seemingly disinterested
- Practise assertive behaviours in challenging situations
- Develop your own assertive action strategies
- Develop an assertive emotion-handling strategy
- Confront conflicts in business

Key Topics

Asserting Yourself Appropriately

- Defining and distinguishing between the basic response styles of non-assertive, assertive and aggressive
- How to avoid being manipulated by others

Putting Assertiveness Techniques into Practice

- A successful formula for being assertive
- Saying “no” appropriately
- Understanding the power and effect of verbal and non-verbal messages
- Creating harmonious relationship-building interactions
- Listening assertively

Succeeding at the Meeting Table

- Identifying assumptions about situations and how these impact abilities
- Developing the ability to influence others more effectively
- Developing a personal communication plan
- Demonstrating assertive interactive skills

Overcoming Obstacles to Assertive Behaviour

- Pinpointing your internal obstacles to assertiveness
- Developing self-reliance and special support systems
- Recognising your anger buttons and learning how to deal with them productively
- Understanding how others use anger and learning how to deal with it effectively
- Enhancing the nature and value of new relationship networks

Building Your Conflict Management Skills

- Identifying your approach to conflicts
- Exploring the conflict resolution model
- Practising conflict resolution techniques
- Making conflicts productive in business

Assertive Action Planning

- Identifying and implementing specific actions toward continuing assertiveness



We provide services in **Communication & Influencing** and other areas of training and development.

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