

## Mastering Positive Assertiveness

### Overview

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In this course, students will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

### Target Audience

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Team leaders, managers, executives and other business professionals, as well as those who would benefit by being able to assert themselves more effectively in a professional environment.

### Course Objectives

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After completing this course, students will know how to:

- Develop the necessary skills to communicate with confidence
- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize that art of asking questions to elicit more from others
- Leverage your body language for full communication
- Make the best first impressions by looking, sounding and being confident

### Course Outline

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#### 1 - What is Assertiveness?

Differentiating Self-confidence from Assertiveness

Understanding the Four Styles of Communication

What Separates Assertiveness from Passiveness, Aggressiveness, and Passive-Aggressiveness

#### 2 - Dimensions of Communication

Differentiating Listening from Hearing

Developing Emphatic Listening Skills

Utilizing Question Types – Open, Clarifying, and Closed

Converting Negative Thinking into Positive Thinking

### 3 - Body Language Says It All

- Managing Your Appearance
- Understanding Non-verbal Communication
- Making the Right First Impression
- Speaking with Confidence
- Relaxing and Reducing Anxiety

### 4 - Dealing with Difficult Situations

- Dealing with Difficult People
- Building Rapport and Trust
- Appreciating the Different Ways that People Send and Receive Information
- Breaking Down Barriers and Building Consensus
- Applying PEGASUS
- Utilizing a Tactical Approach
- Choosing the Proper Form of Communication

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