



Training Course	Assertiveness Skills
Course Language	English
Course Duration	Total Number of hours : 18 Days : 3 days Time : 8am – 2pm
Course Objectives	<p>Participants will gain the following knowledge and skills.</p> <ul style="list-style-type: none">• Define assertiveness and self-confidence, and understanding the four styles of communication.• Describe the types of negative thinking, and how one can overcome negative thoughts.• Understand and apply the difference between listening and hearing, and understand and apply the importance of body language and questioning skills in communication• Define and set goal setting, and practice setting SMART goals for assertive behavior• Utilize methodologies for understanding your worth -- and the use of positive self-talk• List reasons why a pleasing appearance and body language are critical for creating a strong first impression



Course Objectives

- Sending positive communications phrased as “I-Messages”
- Use the STAR model to make your case during a presentation challenge
- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques
- Practice strategies for gaining positive outcomes in difficult interpersonal situations.

Course Content

Session One: Getting Started

Workshop Objectives

Session Two: What Does Self-Confidence Mean To You?

What is Assertiveness?

What is Self-Confidence?

The Four Styles

Session Three: Obstacles to Our Goals

Types of Negative Thinking

Case Study

Personal Application

Session Four: Communication Skills

Listening and Hearing; They Aren't the Same Thing

Asking Questions

Body Language



Course Content

Session Five: The Importance of Goal Setting

Why Goal Setting is Important
Setting SMART Goals
Our Challenge to You

Session Six: Feeling the Part

Identifying Your Worth
Creating Positive Self-Talk
Identifying and Addressing Strengths and Weaknesses

Session Seven: Looking the Part

The Importance of Appearance
The Role of Body Language
First Impressions Count

Session Eight: Sounding the Part

It's How You Say It
Sounding Confident
Using "I" Messages

Session Nine: Powerful Presentations

What to Do When You're on the Spot
Using STAR to Make Your Case

Session Ten: Coping Techniques

Building Rapport
Expressing Disagreement
Coming to Consensus



<p>Course Content</p>	<p>Session Eleven: Dealing with Difficult Behavior <i>Dealing with Difficult Situations</i> <i>Key Tactics</i> Session Twelve: Wrapping Up</p>
<p>Course Material /Technology used/ Details Relevant to the course.</p>	<p>Role-play Case studies Brainstorming/ Mind mapping Classic training methods</p>