ASSERTIVE COMMUNICATION

Length: 90mins, Half Day
Delivery Option: Face-to-Face, Virtual

INTRODUCTION:

Assertive communication is a crucial skill in any setting, whether it be in personal relationships or professional settings. It involves expressing one's thoughts, feelings, and needs in a clear and direct manner, while also respecting the rights and opinions of others.

In this skills training program, employees and managers will learn how to communicate assertively in order to improve their communication skills and navigate difficult or challenging situations in the workplace.

Through a combination of theoretical explanations and practical exercises, participants will learn how to express themselves assertively and effectively in order to better advocate for themselves and their ideas, and handle conflicts and difficult conversations.
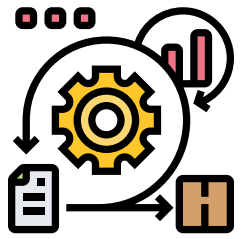
Methodology:

- Lectures and discussions on the theoretical foundations of assertive communication
- Role-playing and group exercises to practice and apply assertive communication skills

Frameworks covered:

- The four styles of communication (passive, aggressive, passive-aggressive, and assertive)
- The I-statement technique for expressing thoughts, feelings, and needs assertively
- The WIN-WIN technique for handling conflicts and difficult conversations

Training Aims and Objectives:

- Understand the importance of assertive communication in the workplace
- Learn how to communicate assertively and effectively
- Practice assertive communication skills through role-playing and group exercises
- Develop strategies for handling difficult or challenging situations in the workplace
- Improve communication skills and assertiveness in professional settings

Conclusion:

At the end of this session, participants will have a solid understanding of assertive communication and the tools to apply these skills in their daily work.

The goal is for participants to be able to express themselves assertively and effectively in order to better advocate for themselves and their ideas, and handle conflicts and difficult conversations in the workplace.

This will not only improve communication and collaboration within their teams and organizations, but also contribute to overall professional success and satisfaction.