

Mastering Positive Assertiveness | 2 Days

Ensuring that you are heard and understood is an essential skill, but it can easily come across as antagonistic and confrontational. Whether addressing behavioral issues or directing a meeting, it is important that you be properly self-confident and emphatic, while maintaining positive work relationships. In this course, you will discover the best techniques to be properly assertive, and what are the ideal approaches in differing situations.

WHO SHOULD ATTEND:

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.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments

OBJECTIVES:

- Develop the necessary skills to communicate with confidence
- Apply communication styles that maximize benefits
- Augment your listening and hearing skills to increase engagement
- Utilize the 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:

What is Assertiveness?

Differentiating Self-confidence from Assertiveness
Understanding the Four Styles of Communication
What Separates Assertiveness from Passiveness, Aggressiveness, and Passive-Aggressiveness
Completing the "Interpersonal Influence Inventory" Assessment

Dimensions of Communication

Differentiating Listening from Hearing
Developing Emphatic Listening Skills
Utilizing Question Types – Open, Clarifying, and Closed
Converting Negative Thinking into Positive Thinking

Body Language Says It All

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

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

This course comes with the "Interpersonal Influence Inventory" assessment that is done in class to enhance your personal and professional growth and reinforce the competencies taught in class.

We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos

- Poker and the Art of Management featuring Chris Blake
- Decision Making As a Skillful Collaboration featuring Larry Dressler
- Implementation in Decision Making featuring Jo Owen
- Cognitive Dissonance: Justifying Our Decisions featuring Jill Klein
- Need Role Clarity in Decision Making? Use the RAPID Tool featuring Marcia Blenko
- Aligning Decisions featuring Laree Kiely
- Why Resolve Wins featuring David Maister
- Empowering Decision-Making featuring General Stanley McChrystal
- The Five Root Causes of Team Dysfunction featuring Pat Lencioni
- Allow your People to Take Risks featuring Shelley Stewart Jr
- Courage and the Importance of Brick Walls featuring Jim Kouzes
- Succeeding as a Team Leader featuring Pat Lencioni
- Breaking Down Silos and Creating Alignment featuring Pat Lencioni
- Evidence-Based Management: The Keys to Great Decision Making featuring Jeffrey Pfeffer
- The Role of Intuition and Experience in Decision Making featuring Chris Blake
- The Five Practices of Exemplary Leadership: Model the Way featuring Jim Kouzes

Book Summaries

- *Beating the Global Odds: Successful Decision-Making in a Confused and Troubled World* by Paul A. Laudicina
- *Wait: The Art and Science of Delay* by Frank Partnoy

Blueprints

- *Keys to Being an Efficient and Confident Decision Maker* by Florence Quinn, Richard J. Wolff and Pat Fallon

Leader-Led Activities

- Decision Challenges Discussion Guide
- The Need to Be Decisive Discussion Guide
- Organizational Knowledge Discussion Guide
- Decisiveness and Execution Facilitation Guide
- Self Knowledge Facilitation Guide
- Using Skills and Tools to Be Decisive Application Guide

Self-Assessment

- Keys to Decisiveness
- Decision-making Style

Business Impact

- Business Impact: Knowing When to Take Leadership Risks

Challenge

- Challenge: Acting Decisively

Tools

- Needs for Decisiveness
- Executing Strategies
- Technique Review
- Organizational Knowledge
- Decision Challenges
- Team Challenges

Test

- Leadership Advantage Test Yourself: Decisiveness

Core Message

- Leadership Advantage: Decisiveness 2.0

Case Study

- Importance of Decisiveness
- Thinking Things Through
- Using Self Knowledge and Communication
- Risk and Decisiveness

Key Concept

- Key Concept: Decisions and Decisiveness
- Key Concept: Execution Needs Decisiveness
- Key Concept: The Keys to Decisiveness
- Key Concept: Using Thoughts and Tools
- Key Concept: Organizational Knowledge and Communication
- Key Concept: Self Knowledge and Inner Strength
- Key Concept: Types of Decision Challenges
- Key Concept: Helping Your Team be Decisive

e-Books

- Assertiveness: How To Be Strong In Every Situation
- Hard Optimism: How to Succeed in a World Where Positive Wins
- Building Your Self Esteem and Assertiveness Skills: Study Guide; Student Edition

Videos/Courses

- Skills for a Difficult Conversation
- Developing Confidence Through Devotion
- Four Levels of Listening
- Four Levels of Talking

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.