



## ASSERTIVENESS

### Objective

Assertiveness allows you to communicate with more guts and improves your negotiation skills. By working on your assertiveness, you are able to remain calm under the most difficult situations. This training course will increase your ability to understand yourself and others, communicate successfully, get the job done, and handle problems in a way that encourages you to work in a cooperative manner.

A professional working style is largely determined by your beliefs and self-image. During assertiveness training you will:

- Learn ways to maintain your ideas in a discussion without becoming angry or anxious
- Work productively with others through cooperation and teamwork
- Confront problems effectively instead of avoiding them
- Gain respect from others while building your self-confidence
- Be aware that everyone has a unique working style
- Understand that the situation, the task at hand, and you and your colleague's personality is what determines how to handle a specific problem
- Give a positive self-image to better connect with people
- Recognize different forms of expressions: passive, aggressive, assertive etc.
- Understand how to communicate with assertiveness (e.g. giving feedback / instructions, discussion about work, dealing with criticism, give positive impression)

### Summary of content

Your personal experience is a part of assertiveness training. While theory will be a part of the program, the bulk of it focuses on experiencing and practicing new behaviours. This makes the training very practical and dynamic. In this training you will:

- Complete a self-awareness assessment, a verbal aggressiveness test and argumentativeness test
- Get an understanding of your thoughts on assertiveness
- Learn about the difference between submissive – assertive and aggressive behaviour
- Understand how your childhood messages impact your behaviour today
- Learn about the self-defeating belief circle and the positive belief circle
- Create a verbal response repertoire

### Structure

This training is very practical, highly enjoyable and interactive. It consists of a combination of theory, individual and group activities.

In the training Assertiveness we focus on 3 competencies of the Proficiency Circle®: Pro-Active Work Attitude, Effective Communication and Result Driven Collaboration.

### Recommended participants

Suitable for employees at all levels in organisations who want to improve their confidence. We customise our training as closely as possible to the needs of the organisation and the participants.