

Assertive Communication

Program Outline



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Overview

Assertive people can be honest and forthright and still be respected and respect others. A one day Assertive communication workshop helps in handling your corporate communication challenges with confidence, openness and competence. Saying "no" is acceptable the way it is conveyed.

Learning objective

- Increase productivity through effective communication
- Handling difficult behavior in others
- Enjoy greater self esteem
- Quality work life
- Reducing interruptions at work
- Reduce stress
- Control on daily activities

Workshop outline

Day I

Introduction/ course objectives

Characteristics of different behavior style

Recognizing assertive, aggressive and passive behavior

Saying "No" comfortably

Effective usage of assertive body language

Understanding stress

Reactions in pressure situations

Understanding your rights

Assertive communication

Building empathy and rapport

Positive assertion

Handling difficult people

Handling conflict

Expressing criticism and praise effectively