



PROGRAM: ASSERT YOURSELF

Course Objectives:

At the end of the course, you will be able to:

- ❖ Explain the role of assertiveness
- ❖ Explain the differences among assertive, aggressive and non-assertive communication
- ❖ Learn about your conflict-management mode
- ❖ Know when to use respective conflict management mode during different situation
- ❖ Turn all criticism into a gift by reducing defensiveness
- ❖ Understand the key components of self-confidence
- ❖ Increasing your self confidence both vocally and physically using assertion
- ❖ List specific actions you can take in each area to establish and maintain your self-confidence

Course Coverage:

- ❖ The role of assertiveness
- ❖ Aggressive, assertive and submissive behavior
- ❖ Being assertive in the right situations
- ❖ The key elements of assertiveness
- ❖ The Thomas Kilmann Conflict Management Model (TKI) and understanding your Conflict Management Modes
- ❖ Strengths and challenges of each mode and how to maintain assertiveness for each mode
- ❖ Appropriate application of each TKI Conflict Management Mode
- ❖ Listening, understanding, saying what you think and feel
- ❖ Being specific, staying relevant

- ❖ Barriers to assertiveness
- ❖ Recognizing and dealing with fear
- ❖ Assertiveness techniques
- ❖ Persuasion skills and coping with criticism
- ❖ Self talk and confidence
- ❖ Practical tips to build confidence

