

Developing Positive Assertiveness

1 day

Description

Make positive assertiveness a productive force in your life. This course will help you examine your posture, language, and attitude while learning to deal openly with others. Find your natural style of communication. Use assertive words appropriately. Take charge of your life.

Prerequisites

- None

Course Outline

Introduction

Part 1: How to Develop Positive Assertiveness

Three Basic Behavior Styles
Can Behaviors Change?

Part 2: Ensuring Successful Change

The Five Ps of Successful Change
Are You Using the Right Maps?
Self-Fulfilling Prophecy
Positive Mental Imagery
Programming Yourself for Success

Part 3: Feelings: The Emotional Part of Assertiveness

The Emotions of Assertiveness
Choice and Win-Win Relationships
Talking About Feelings

Part 4: Changing Your Behaviors

Choosing Assertive Words Carefully
Body-Language Signals
Stop Signs and Green Lights

Part 5: Expanding Your Assertiveness

Four Assertive Styles
Sending Assertive Messages
Identify Styles to Enhance Communication

Part 6: Assertive Power Steps

Four Steps to Assertive Communication
Step 1: Repeat the Question or Statement
Step 2: Command, Don't Ask
Step 3: Add Emotion
Step 4: Introduce Consequences

Part 7: Assertive Confrontation

Defining the Problem
Five Tools for Successful Confrontation
Active Listening
Goals for the Present and Future
Give Yourself Credit for Success