ASSERTIVENESS SKILLS: COMMUNICATING WITH AUTHORITY & IMPACT

Course number : 131

Overview

Those who communicate with assertiveness, rather than passivity or aggression, are more likely to maintain positive workplace relationships while meeting their goals. Through video demonstrations, role-playing activities, journaling, and practical workshops, this training course will help you leverage proven techniques to become self-aware of behaviour patterns and increase your ability to get work done.

What you'll learn

- Demonstrate and model assertive behaviour for win-win outcomes
- Gain self-awareness of your attitudes, behaviour patterns, and habits
- Develop a positive, proactive response to difficult behaviours
- Exhibit confidence in your ability to address challenging situations

Who should attend

 IT professionals, IT project managers, IT managers, IT project team members, associate project managers, project managers, project coordinators, project   analysts, project leaders, senior project managers, team leaders, product managers, and program managers.

Pre-requis

If you have previously taken Project Management Fundamentals, you should not take this course, as there is significant content overlap.

Outline

Assertiveness Essentials

Recognising modes of interactive behaviour

- Considering critical attributes of assertive behaviour
- Identifying characteristics of nonassertive behaviour
- Acknowledging areas of personal vulnerability and opportunity

- Responding appropriately to manipulation or bullying

Contextual and situational considerations

- Asserting 360 degrees: peers, direct-reports, bosses and vendors
- Assessing the impact of organisational culture
- Accommodating intercultural norms
- Navigating power relationships within the organisation

Expressing Personal Power

Pinpointing patterns of behaviour

- Raising self-awareness
- The role of personal history
- Exploring how identity, fear and habits impact results
- Creating new personal effectiveness

Mapping how people handle conflict

- Enhancing your ability to respond to conflict
- Recognising your conflict style
- Responding differently to different situations
- Considering the role of Emotional and Social Intelligence

Overcoming Challenging Situations

Applying viable assertiveness techniques

- Deciding which situations call for assertiveness
- Witnessing the dynamics of constructive and destructive interactions

Adopting effective assertiveness strategies

- Developing options to respond productively
- Identifying your assertiveness style and adapting your approach
- Giving up blame and focusing on solutions
- Seeing the win-win potential of cooperation
- Finding the root cause through effective questioning

Building Your Assertiveness Skill Set

Committing to assertive and skillful outcomes

- Developing powerful nonverbal communication
- Accepting responsibility for resolution
- Initiating improved communication
- Communicating clearly in complex situations
- Deflecting criticism and personal attacks

Developing the tools

- The power of "I" statements
- Saying "no" productively
- Addressing difficult issues using the DESC approach
- Pushing through resistance

Mastering Assertiveness

Establishing a proactive assertiveness style

- Taking time to think clearly
- Modelling productive approaches
- Responding to everyday situations
- Giving and receiving feedback

Practising effective assertiveness principles

- Leveraging a four-step process model
- Accurately assessing your situation
- Targeting desired outcomes
- Measuring results

Launching Your Assertiveness Plan

Constructing an assertiveness action plan

- Adopting an attitude of responsibility and mutual respect
- Committing to timelines and outcomes
- Prioritising changes in assertive behaviour

Putting the "action" into the assertiveness action plan

- Constructing a blueprint for your action plan
- Reinforcing your newly developed assertiveness skills
- Scheduling time to assess progress
- Practising assertive behaviours
- Modifying your action plan to accommodate change

Schedule

Location Dates Status

Tuition

IN CLASSROOM OR ONLINE PRIVATE TEAM TRAINING

STANDARD   **$3895**

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FAQ

Certification