

# DEVELOPING POSITIVE ASSERTIVENESS

Course Code: 100961

Put your thoughts and ideas forward with confidence.

This dynamic full-day class will help participants improve teamwork, focus discussions, and build relationships, but will also help individuals to become competent, constructive, confident, and perform at their best. Further, you will learn how to ask for what you need, handle confrontations gracefully, and put your ideas forward with confidence.

## What You'll Learn

- Develop Positive Assertiveness
- Ensure Successful Change
- Feelings: The Emotional Part of Assertiveness
- Changing Your Behaviors
- Expanding Your Assertiveness
- Assertive Power Steps
- Assertive Confrontation

## Who Needs to Attend

Any professional who wants to develop a confident communication style.

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VIRTUAL CLASSROOM LIVE

\$1,945 CAD

2 Day

## Virtual Classroom Live Outline

### **Lesson 1: How to Develop Positive Assertiveness**

- Three Basic Behavior Styles
- Can Behaviors Change?

### **Lesson 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

### **Lesson 3: Feelings: The Emotional Part of Assertiveness**

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

### **Lesson 4: Changing Your Behaviors**

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

### **Lesson 5: Expanding Your Assertiveness**

- Four Assertive Styles
- Sending Assertive Messages
- Identify Styles to Enhance Communication

### **Lesson 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

### **Lesson 7: Assertive Confrontation**

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

### **Appendix**

- Summary and Review
- Follow-Up Practice Exercises

Aug 14 - 15, 2025 | 10:00 AM - 3:00 PM EST

Oct 16 - 17, 2025 | 10:00 AM - 3:00 PM EST

Dec 15 - 16, 2025 | 10:00 AM - 3:00 PM EST



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PRIVATE GROUP TRAINING

2 Day

Visit us at [www.globalknowledge.com](http://www.globalknowledge.com) or call us at 1-866-716-6688.

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