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Developing Positive Assertiveness

Course Overview

Developing Positive Assertiveness 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 and take charge of your life.

Target Audience

This course is for anyone that needs to develop their assertiveness skills and improve communication with others.

Prerequisites

There are no prerequisites for this course

Duration

1 Day

Course Outline

Module 1: How to develop positive assertiveness

- Three basic behavior styles
- Can behaviors change?

Module 2: Ensuring successful change

- The five P's of successful change
- Are you using the right maps?
- Self-fulfilling prophecy
- Positive mental imagery
- Programming yourself for success

Module 3: Feelings: The emotional module of assertiveness

- The emotions of assertiveness
- Choice and win-win relationships
- Talking about feelings



Module 4: Changing your behaviors

- Choosing assertive words carefully
- Body-language signals
- Stop signs and green lights

Module 5: Expanding your assertiveness

- Four assertive styles
- Sending assertive messages
- Identifying styles to enhance communication

Module 6: Assertive power steps

- Four steps to assertive communication

Module 7: Assertive confrontation

- Defining the problem
- Five tools for successful confrontation
- Active listening
- Goals for the present and future
- Giving yourself credit for success

