

Workshop Objective

To show how to behave assertively & outgrow the need to avoid conflict or become aggressive

Workshop Content

1. Distinguish between assertive, aggressive and non assertive behaviours
 2. How to identify and overcome the internal barriers which inhibit your assertiveness
 3. Learn to confront others constructively with the problems their behaviour is causing you
 4. Turn an aggressive attack into a constructive problem-solving dialogue
 5. Ability to say "NO" effectively without guilt or rejecting the other's legitimate needs
- 1. Ability to distinguish between assertive, aggressive and non assertive behaviours**
 - Be able to precisely define each behaviour
 - Understand the different intentions & basic messages contained in each behaviour
 - Comparative descriptions of the feelings experienced by self and others with each behaviour
 - An understanding of the outcome and emotional payoff of each behaviour
 - Non verbal signals resulting from each behaviour (*It's all in the body language*)
 - 2. Identifying and overcoming the internal barriers which inhibit your assertiveness**
 - Identification of a real-life, intimidating situation you feel ill-equipped to confront assertively
 - A list of assertive goals you need to aim for in order to effectively confront the above situation
 - Identification of your own and the other person's rights with respect to the above situation
 - Identifying self-eroding irrational beliefs preventing you from handling the situation assertively
 - How to challenge and change the beliefs which prevent you from managing conflict effectively
 - Preparing an action plan to confront this situation in an assertive self-respecting manner
 - 3. Learn to confront others constructively with the problems their behaviour is causing you**
 - How to create a good rapport upfront with a person whose behaviour is completely unacceptable
 - How to communicate your problem constructively to the person whose behaviour is causing it
 - How to ensure the other does not take offence and is able to empathise with your problem
 - 4. How to turn an aggressive attack into a constructive problem-solving dialogue**
 - How to avoid becoming a victim of an aggressor's personal attack
 - How to respond empathetically and get the other person to relate to **you** positively
 - Stating own position briefly and turning the initial conflict into a constructive dialogue
 - 5. Ability to say "NO" effectively without guilt or rejecting others' legitimate needs**
 - Firmly responding with NO! - giving no indication of yielding & at same not rejecting the other
 - Taking a stand without being apologetic or becoming defensive and *never* saying "I can't"
 - How to avoid sticking on "NO!" and move on to agreeing to a mutually acceptable alternative
 - And then closing the discussion on a positive note.

Features & Benefits - Evaluations & feedback apply only to two-day course

- *A practical, fully interactive and highly participative workshop*
- *Two job-related assignments submitted & evaluated after the course*

Duration 1 & 2 day versions

Fee Fees are negotiated with each client beforehand

©The Achievement Spectrum cc

Telephone + 27 11 646 3301 Fax + 27 11 486 0284 email keith@achievementspectrum.co.za

www.achievementspectrum.co.za