



## **“ASSERTIVE COMMUNICATION 1” (2+ HOURS)**

- Do you have team members who have difficulty getting others to do what you want?
- Do they get what they want but sometimes at the expense of positive relationships?
- Do they withhold valuable feedback from others to avoid conflict?
- Do they gossip, whinge, or use sarcasm and other types of destructive communication?
- Do they find it difficult to ask for things and say yes when you really wanted to say no?
- Do you have team members who are unhappy and/or leave because of these behaviours?
- Would you like a cost effective solution to this problem?

This program is designed to educate and empower the participants in communicating positively and honestly with their customers, team leaders and team members. It identifies and analyses the advantages and disadvantages of the non-assertive communication styles (overt aggressive, submissive and covert aggressive) as well as the assertive style. It links these communication styles to healthy or unhealthy self-images or self-esteem and empowers them to increase their assertiveness and decrease their non-assertiveness.

The program also includes a powerful self-analysis activity where the participants identify what percentage of their time at work they spend in each of the four communication styles, and then invite and receive supportive feedback from their colleagues as to the accuracy of their assessment. Team members then set goals to increase their assertive percentage and decrease their non-assertive percentages. It also includes highly useful assertive communication tools such as:

- The Power of Posture
- The “Question, Challenge or Accept” model

This program is a powerful tool in building a culture of positivity, honest evaluation and self-correction.

“Assertive Communication 2” extends the learning in this important area and provides a range of strategies and techniques for increased assertiveness.