

# **Assertiveness Skills Training Course Description**

## **What is Assertiveness?**

- How does assertiveness differ from aggressive or passive behavior?
- What are examples of assertive behavior?
- How to avoid appearing aggressive, when you want to be assertive?
- What is passive-aggressive behavior and how to deal with it?

## **How to Criticize?**

- What kinds of criticisms are good and what kinds are bad?
- How different types of people react to criticism?
- How to criticize and change someone's behavior?
- How to receive criticism?
- How to use a step-by-step approach to give constructive feedback?

## **How to Deal with Emotions?**

- How to appeal to emotions to get maximum effect?
- How to present your view systematically and assertively?
- How to take advantage of body language to say and get what you want?
- How to distinguish between different behaviors using non-verbal communications?

## **How to Request?**

- How to ask for what you want?
- How to construct your sentences to get your message across confidently?
- How to use a number of *advanced techniques* to respond to someone when your request is not registered?

## **How to Praise?**

- What does praising do?
- Why praising is difficult?
- How to deliver your praise to get maximum results?

## **How to Disagree?**

- How to express your disagreement and stay friends?
- What is the 6-step disagreement technique?
- How to say No?

By the end of this course, participants will be able to:

- **Distinguish** between assertive, aggressive and passive behavior
- Express yourself assertively using **specific verbal and non-verbal techniques** and get maximum results
- Request what you want assertively and **get it**
- **Criticize** and change behavior while staying friends
- Use a simple technique to **reinforce the behavior of others**
- **Disagree** with the other person in such a way that **helps them understand your stance** on the matter without taking it personally
- **Say No** and be loved for it!