

Assertive Communication



The importance of assertiveness

Assertive communication builds a sense of self-confidence. It develops inspired and motivated individuals, and underpins the development of empathy, trust, a strong sense of ownership, and high levels of accountability and purpose.

The goal of our training is to empower participants to become expert communicators and influencers.

Participation will give you the skills to:

- ▶ Build and sustain productive relationships
- ▶ Negotiate to consider all viewpoints and positions in a balanced manner
- ▶ Resolve conflict by using techniques that do not create or inflame emotions
- ▶ Review performance and provide feedback in a constructive and direct manner with ambiguity removed
- ▶ Build team dynamics by clearly stating objectives and focusing on performance improvement
- ▶ Improve internal and external customer service by clarifying and resolving points of difference or misalignment.

Program information

This program is a one day workshop. The program is highly interactive, and includes individual and group exercises, and extensive opportunity for the practice and reinforcement of skills and concepts introduced. Participants also receive a post course follow up four weeks after the session to help drive behaviour change by answering questions and reinforcing content from the day.

Program content

Comparison of assertive, non-assertive and aggressive styles

- ▶ Recognise different types of behaviour and the short comings of aggressive and non-assertive responses
- ▶ Assist participants recognise their own style(s) of communication and to identify their own personal shortcomings and areas for development
- ▶ Reviews the concept of assertive communication – based on respect and seeking to develop mutually beneficial relationships.

Developing empathy skills

- ▶ Engage with others more meaningfully
- ▶ Listen effectively and ask questions to better understand situations and needs of others.

Making and denying requests

- ▶ Assertively tabling needs and seeking improved commitment and engagement on tasks
- ▶ Denying requests in a manner that preserves and builds relationships by offering alternatives and balancing own needs with the needs of others
- ▶ Being able to push back constructively and clarify boundaries and objectives.

Dealing with sensitive and emotional situations

- ▶ Reducing the likelihood of conflict and frustration by adopting a non-accusatory manner
- ▶ Stating own needs and concerns while demonstrating an awareness of the needs of others
- ▶ Effectively resolving conflicts by assertively reducing the occurrence of responses driven by anger and emotion.

Matching words, tone and body language

- ▶ Matching words, tone and body language to reinforce assertiveness
- ▶ Appropriately using body language to deal with interruptions and intrusions
- ▶ Awareness of the short comings of 'reading' body language

Removing barriers to assertive behaviour

- ▶ Identifying and removing barriers to constructive and assertive behaviour such as stress and self-image
- ▶ Reviewing techniques to gain control of stress and maintain an assertive communication style.

Bramwell solutions
Be **Inspired**

For more information:

P: 03 9395 5259

M: 0437 681 564

E: info@bramwellsolutions.com.au

W: www.bramwellsolutions.com.au