



Overview:

This assertiveness skills course is designed to help people recognise the patterns of thought and behaviour they have acquired which leave them feeling disempowered, put upon, resentful and taken advantage of.

It will help you learn to say No effectively.

The program is about exploring and recognising these behavioural patterns. We look to increase the choice of response available when under pressure and thus enable people to make the small changes which matter. We also take time to look at all of the things which are already working for the individual.

We look at real life situations where these small changes can be put in place to create a big impact and establish new patterns which are more helpful to the individual.

Benefits for Participants:

- Understand why you feel disempowered
- Change yourself to change others
- The smallest change for the biggest impact
- There is no right way
- Setting clear boundaries
- Move things forward
- Use what already works
- Knowing you have something else to try
- Experiential working with real situations

Training Topics:

- What is Assertiveness?
- Assertiveness and Assumptions
- Assertiveness and Status
- Conflict and Assertiveness
- Assertiveness - Setting Clear Boundaries
- The Art of Saying 'No' and other Assertiveness tools



- **Skills of Assertive Communication:**
 1. Persuasion
 2. Negotiation
- **1. Persuasion**
 - In-depth perception
 - Using others to persuade
 - Empathy
 - Managing emotions
- **2. Negotiation**
 - Types of negotiation
 - Stages of negotiation
 - Skills of negotiation
- Dealing with 'Aggressive' and 'Submissive' behavior

Training Hours:

The Assertive Communication Training program will be for 8 hours

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities

Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector
 - Audio speakers



MMM Training Solutions
Seamless Transformation

Assertive Communication Training

