

ASSERTIVENESS

S. No.	Module	Training Objective	Focus Areas	Method(s) of Instruction	Total Duration
1	Welcome Presentation	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives	<ul style="list-style-type: none"> • Icebreaker • Setting expectations 	<ul style="list-style-type: none"> • Activity: Rearrange the tennis Ball activity • Instructor-led Training (ILT) 	60 min.
2	Assertive communication	<ul style="list-style-type: none"> • Define assertive communication. • Enable participants to differentiate assertive behavior from aggressive and submissive behavior in a business environment. 	<ul style="list-style-type: none"> • Definition and Process of Assertive Communication • Use a team-think to discuss challenging scenarios for assertive communication. To highlight the rules for assertive communication and see a video on assertive communication. 	<ul style="list-style-type: none"> • Definition of Assertive Communication • Team Think exercise • ILT • Coastal Communication Video 	90 min.
3	4 step Technique	<ul style="list-style-type: none"> • To enable participants grasp the technique of being assertive in a step by step manner. • To enable participants understand the process using videos and an activity. 	<ul style="list-style-type: none"> • How to be assertive using the 4 step technique. • Application of the 4 step technique in challenging scenarios. 	<ul style="list-style-type: none"> • ILT • Activity: Assertive communication in Pairs using scenarios • Gandhi clip on assertive communication 	90 min.
4	Ways to say 'No'	<ul style="list-style-type: none"> • To help participants recognize the scenarios when someone uses the 4 step technique. • How to use the 'No' effectively 	How to say 'no' when: <ul style="list-style-type: none"> • You cannot complete the task • You find it difficult to refuse • You do not have the time but yet show you are willing to help • Use positive body language 	<ul style="list-style-type: none"> • The flowchart for the process • Video clip-John Cleese on Assertive communication • ILT 	60 min.
5	Persuasion	<ul style="list-style-type: none"> • To introduce the art of persuasion in assertive communication. • To explore how the process of persuasion has to be carried out. 	<ul style="list-style-type: none"> • Definition • Classical technique • Principles • Application techniques 	<ul style="list-style-type: none"> • Activity: The chair • Movie clip: Lagaan • Video clip: Boiler room • Activity: Cave Rescue • ILT 	90 min.
6	Self-confidence	To enable trainees understand the significance of self confidence and body language along with the importance of facing fear.	<ul style="list-style-type: none"> • Self- Belief • Being comfortable with oneself • Building self Confidence 	<ul style="list-style-type: none"> • Video: Gandhi facing fear • Activity Pat on the back • Video: The lion king • ILT 	60 min.