<table>
<thead>
<tr>
<th>S. No.</th>
<th>Module</th>
<th>Training Objective</th>
<th>Focus Areas</th>
<th>Method(s) of Instruction</th>
<th>Total Duration</th>
</tr>
</thead>
</table>
| 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 | • Icebreaker  
• Setting expectations                                                                                                                                          | • Activity: Rearrange the tennis Ball activity  
• Instructor-led Training (ILT)                                                                                           | 60 min.         |
| 2     | Assertive communication| • Define assertive communication.  
• Enable participants to differentiate assertive behavior from aggressive and submissive behavior in a business environment. | • 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. | • Definition of Assertive Communication  
• Team Think exercise  
• ILT  
• Coastal Communication Video                                                                                   | 90 min.         |
| 3     | 4 step Technique       | • 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.                                                            | • How to be assertive using the 4 step technique.  
• Application of the 4 step technique in challenging scenarios.                                                                                      | • ILT  
• Activity: Assertive communication in Pairs using scenarios  
• Gandhi clip on assertive communication                                                                                   | 90 min.         |
| 4     | Ways to say 'No'       | • To help participants recognize the scenarios when someone uses the 4 step technique.  
• How to use the 'No' effectively                                                                                                                                          | How to say 'no' when:  
• 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                                                                                      | • The flowchart for the process  
• Video clip-John Cleese on Assertive communication  
• ILT                                                                                                                   | 60 min.         |
| 5     | Persuasion             | • To introduce the art of persuasion in assertive communication.  
• To explore how the process of persuasion has to be carried out.                                                                                                           | • Definition  
• Classical technique  
• Principles  
• Application techniques                                                                                                                                                    | • 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.                                                  | • Self- Belief  
• Being comfortable with oneself  
• Building self Confidence                                                                                                                                                | • Video: Gandhi facing fear  
• Activity Pat on the back  
• Video: The lion king  
• ILT                                                                                                                   | 60 min.         |