



## Professional Assertiveness With Results

Workshop Duration: 2 Days

Facilitation in English

### Workshop Description

Assertiveness is an essential business competency related to Emotional Intelligence (EQ)—one that will empower you to effectively manage work teams, interact with colleagues, communicate with superiors, executives, stakeholders, and clients—and maintain your personal well-being.

Ineffective strategies such as aggression or avoidance may result in a high business and personal cost, and can impact your health and your ability to perform at work or advance in your career.

If you answer “yes” to any of the following questions, you will benefit from enhancing your professional assertiveness:

- Do you have trouble expressing personal or business needs?
- Do you see projects fail to reach full potential—because you (or others) fail to speak up or share insights?
- Is it difficult for you to say ‘no’ to demands or requests?
- Is your career limited because you have an ineffective response to intimidation?
- Does your organization struggle with the difference between assertiveness and aggressiveness in business dealings?
- Have you been told that you have an aggressive or intimidating interpersonal style or work style?
- Do you need to develop a professional communication style that builds and empowers high-performing teams?

This course is designed to help you become an assertive professional—able to apply powerful Emotional Intelligence Quotient EQ principles in ways that will enhance the achievement of your professional and personal objectives.

### Session Objectives

#### ***During this workshop, you will:***

- Identify your own “preferred behaviour style”
- Develop realistic strategies for dealing with your own challenging situations (negotiating, saying ‘no’, setting limits, dealing with difficult people, discussing issues with an authority figure, dealing with disciplinary issues)
- Learn an assertiveness process and apply it to your own assertive challenge
- Apply key EQ competencies related to managing emotions
- Prepare an outline for an “assertive exchange”
- Learn how to communicate emotions effectively
- Learn how to ask for what you need
- Increase your comfort level when dealing with confrontation, intimidation, and defensive reactions
- Practice new strategies in a safe learning environment



### SESSION OUTCOMES

#### ***Upon completion of this training, you will:***

- Have the skills to immediately deal with challenging situations before they develop into conflict
- Effectively manage the stress associated with emotionally charged issues
- Be more confident and at ease when communicating emotions and needs
- Have more energy available to focus on what you need to achieve
- Be able to improve interpersonal relationships and build a more positive and cohesive workplace environment
- Increase your level of respect and recognition as a strong but fair leader, manager and individual
- Be positioned for increased career success!