

# Self-affirmation and assertiveness

Hands-on course of 2 days - 14h

Ref.: ASO - Price 2024: CHF1 550 (excl. taxes)

By the end of the program participants will be able to: identify ways of building self-esteem and developing confidence, practice the Art of Saying No, increase confidence handling difficult behaviour in others, use appropriate and effective techniques for staying 'in control' and aiming at a positive outcome in a variety of sensitive and difficult situations.

Self-diagnosis, testing. Active scenarios. Role-playing. Sharing experiences. Personalized debriefing.

## THE PROGRAMME

last updated: 01/2018

### 1) Your dominant behavioural style

- Self-assessment.
- Identifying strengths and areas of improvement.
- Developing assertiveness skills.
- Your personal plan for success.

*Exercise* : Assertiveness questionnaire, self-evaluations.

### 2) Assertive behaviour

- Understanding assertiveness and how it differs from aggressive and passive or submissive behaviour.
- Analysing the 7 main components for effective and assertive communication.
- Active Listening and Responding.
- Tuning your non-verbal communication.
- Creating empathy.
- Effective questioning.

*Exercise* : Interactive Cases: Role-play situations. Group discussion.

### 3) Giving and receiving constructive criticism

- Dealing with fear, criticism and unfair or threatening behaviour.
- Best practices for giving and receiving constructive feedback.
- Creating Win-Win situations.
- Setting positive boundaries.
- Assertiveness Behaviour Model: DESC.

### 4) Practicing the Art of saying No

- Asking for what you want to meet your needs.
- Influencing others without manipulating.
- Expressing messages, opinions and thoughts clearly and accurately whilst respecting the rights of others.
- Reducing stress level.
- Managing time more effectively.
- Closing conversations.
- Gaining increased confidence physically and vocally.

#### PARTICIPANTS

Anyone who needs to master the principles and practices of effective, assertive communication.

#### PREREQUISITES

Speaking english fluently

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

### 5) Handling conflict assertively

- Dealing with aggressive behaviour and offering an alternative to conflict.
- Managing your emotions in stressful situations.
- Applying models and tools to manage conflict and achieve resolution.
- Adopting different interpersonal communication styles.
- Gaining respect and enjoying greater self-esteem.

*Exercise : Role-play situations.*

## DATES

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REMOTE CLASS

2024 : 05 Sep, 25 Nov