

Assertive and Confident Communication Skills

Asserting your voice and communicating in a confident and effective manner is a key business skill. This comprehensive workshop covers many important interpersonal communication skills, that when practiced will increase your confidence and assertiveness and empower you to communicate with authority while remaining calm and professional.

Workshop Objectives:

- Develop the confidence and skills required to communicate effectively in a wide range of situations
- Increase self-awareness
- Define assertiveness and self-confidence, and list the four styles of communication
- Understanding the three ego states of Parent, Adult and Child
- Understanding how your attitude plays a part
- Develop and practice strategies for gaining positive outcomes in difficult interpersonal situations
- Describe the types of negative thinking and how one can overcome negative thoughts
- Explain the difference between listening and hearing
- Understand the importance of body language and questioning skills in communication
- Practice sending positive communications phrased as "I-Messages"
- Use the STAR model to make your case
- Utilize methodologies for understanding your worth
- Understanding and implementing positive self-talk
- Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior

This workshop is available In-house, on-site at your premises or take advantage of our open/public training options to train and network with other businesses.

Find your next local public workshop at www.biztrainers.co.nz/schedule or call us on 0800 366 966 to find out more

