



First Select

Communicating with Courage, Curiosity and Impact

Date	Venues	(\$)Fees	Book your seat
08 Dec -12 Dec 2024	Kuala Lumpur	3300	Register Now

OBJECTIVES:

By the end of this training program, each participant will be able to:

1. Take decisions and make choices, at the same time evaluating the risks and being conscious of their responsibilities.
2. Develop a positive, assertive style
3. Identify behavior patterns in others and cultivate productive responses
4. learn more about the environment, things and people, by asking probing questions, or doing ad hoc research to gain a better understanding of the context.
5. Build a personal skill set that will enable you to react positively in challenging situations
6. Improve your organizational relationships through assertiveness
7. Apply assertiveness skills in personal and professional situations
8. Develop an assertiveness plan of action

WHO SHOULD ATTEND?

This program is designed for anyone who wants to enhance their assertiveness skills, build a confident, credible image and develop effective workplace relationships.

PROGRAM TOPICS:

THE ESSENTIALS OF ASSERTIVENESS

Passivity

- Aggression
- Manipulative
- Assertive

Recognizing the strategies and tactics of manipulative behavior

The fundamental concepts of assertive behaviour

- Defining effective interpersonal behavior
- Outcomes of effective interactions

- Establishing core characteristics and benefits of assertive behavior
- Identifying non-assertive behavior patterns
- Creating a personal assertiveness profile

DEVELOPING PRODUCTIVE THOUGHT PROCESSES

Revealing mental structures and patterns

- Recognizing the influences of personal history on behavior
- Deconstructing the origins and dangers of stereotypes
- Examining behavioral payoffs

Taking control with productive thinking

- Analyzing the sources and effects of stress
- Building resistance to stress
- Recognizing what you can and cannot manage

EXPRESSING YOURSELF POWERFULLY AND PROFESSIONALLY - Courage

Influencing the conclusions that others draw

- Identifying assertiveness role models
- Harnessing your personal strengths and style
- Tapping into your personal power sources

Building your professional authority and expertise:

- Focusing on the sources of your expertise
- Networking to build your authority

Building your professional authority and expertis

Tools and techniques for building your assertiveness style

- Instant Replay
- Refocusing
- Deflecting Criticism
- Stepping Back
- Summarizing
- Constructive Comment
- Productive Redirection

Emphasizing your message

- Choosing a mind set to convey authority
- Building confidence through posture and appearance
- Choosing effective language
- Giving and receiving constructive feedback
- Selecting the appropriate tools for the situation

CREATING AN ACTION PLAN

Planning your preferred behaviors and responses

- Visualizing outcomes that work for you
- Acquiring insight and awareness through journaling
- Analyzing the journal to develop an action plan for change
- Constructing scripts to handle assertiveness challenges
- The rewards of change Recognizing areas where you need support

WORKSHOP STYLE:

This will be a participative workshop with a mix of interactive learning sessions, exercises and discussions aimed to provide maximum impact and learning retention for all delegates.



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