SKILLS FOR ASSERTIVE COMMUNICATION
Communication is the basis for all human interactions and much more for all group functions. Every group must take in and use information and the existence of a group depends on communication; that is the exchange of information and making meaning of the content of that information.

Individuals need to develop an efficient personal ability and professional skills for communicating clearly and effectively. This is in order to achieve maximum utilization of organization’s resources and information; a process which requires a high level of self-awareness and sensitivity to the extent of impacting on the individual behavior of members of the organization and others around them. Assertive communication amongst professional members of a business or any organization creates the ability to respond confidently and professionally in a range of situations, including those that are difficult or stressful to handle.

This course which is a part of our bouquet of courses for personal and service efficiency will enable students to develop both their personal attributes and professional abilities. It is based on proven communication techniques which are invaluable in a wide range of workplace situations. The outline includes the three main categories of behavior that make the assertiveness model, namely; passive, aggressive and assertive. The course is designed to create for the students an opportunity to develop skills in dealing confidently and professionally with colleagues, clients and other stakeholders. The course will use self-analysis tools and practical examples, and will include especially how individuals can become more assertive from both gender and age sensitive perspectives in a variety of professional settings.

This course is particularly recommended for ladies or gentlemen who would like to fulfill their potentials at work, and/or would like to improve their confidence in dealing more effectively within a range of situations and settings at work. It is also very ideal for young professionals currently in or fast approaching positions of authority that will require dealing with multicultural and multidiscipline teams.
COURSE OBJECTIVES

Some of the objectives of the course are:

• To enable delegates to develop confidence and skills to communicate effectively in a wide range of situations
• To focus on key issues and challenges relating to assertive communication for women, such as: developing and maintaining self-esteem, working with ‘difficult’ colleagues/customers/suppliers, dealing with aggression and conflict.
• To introduce powerful and flexible tools and techniques for communicating effectively, whatever the participants’ previous experience or circumstances
• To facilitate the development of strategies for improving delegates’ ongoing personal development
• To cover essential topics in a relatively short time, whilst ensuring an immediate impact
• To appreciate various communication styles and pave the way for active listening.
• To learn how to identify and avoid common misunderstanding.

KEY BENEFITS

Upon satisfactory completion of this course, students should be able to;

• Increase their self-awareness
• Deal more confidently and professionally with conflict and anger
• Make, refuse and accept requests more effectively
• Handle inter-personal issues more confidently and effectively
• Give and receive feedback more effectively
• Practice Assertive communication.
• Manage challenging conversations as much as possible

In turn, the students should add value to their organizations through:

• Improved internal communication
• More effective team synergy and shorter turn-around
• More confident and competent negotiations
• More positive working relationship and decreasing error rates.
• Decreasing workplace misunderstanding, conflicts and stress.
COURSE OUTLINE

Recognizing modes of interactive behavior
- Considering critical attributes of assertive behavior
- Identifying characteristics of non-assertive behavior
- Acknowledging areas of personal vulnerability and opportunity
- Responding appropriately to manipulation or bullying

Contextual and situational considerations
- Asserting 360 degrees: peers, direct-reports, bosses and vendors
- Assessing the impact of organizational culture
- Accommodating intercultural norms
- Navigating power relationships within the organization

Expressing Personal Power
- Pinpointing patterns of behavior
  - Raising self-awareness
  - The role of personal history
  - Exploring how identity, fear and habits impact results
  - Creating new personal effectiveness

Mapping how people handle conflict
- Enhancing your ability to respond to conflict
- Recognizing your conflict style
- Responding differently to different situations
- Considering the role of Emotional and Social Intelligence

Overcoming Challenging Situations
- Applying viable assertiveness techniques
  - Deciding which situations call for assertiveness
  - Witnessing the dynamics of constructive and destructive interactions

Adopting effective assertiveness strategies
- Developing options to respond productively
- Identifying your assertiveness style and adapting your approach
- Giving up blame and focusing on solutions
- Seeing the win-win potential of cooperation
- Finding the root cause through effective questioning

Building Assertiveness Skill Set
- Committing to assertive and skillful outcomes
  - Developing powerful non-verbal communication
  - Accepting responsibility for resolution
  - Initiating improved communication
  - Communicating clearly in complex situations
  - Deflecting criticism and personal attacks

Developing the tools
- The power of “I” statements
- Saying “no” productively
- Addressing difficult issues using the DESCapproach
- Pushing through resistance

Mastering Assertiveness
- Establishing a proactive assertiveness style
  - Taking time to think clearly
  - Modeling productive approaches
  - Responding to everyday situations
  - Giving and receiving feedback

Practicing effective assertiveness principles
- Leveraging a four-step process model
- Accurately assessing your situation
- Targeting desired outcomes
- Measuring results

Launching Assertiveness Plan
- Constructing an assertiveness action plan
  - Adopting an attitude of responsibility and mutual respect
  - Committing to timelines and outcomes
  - Prioritizing changes in assertive behavior

Putting the “action” into the assertiveness action plan
- Constructing a blueprint for the action plan
- Reinforcing your newly developed assertiveness skills
- Scheduling time to assess progress
- Practicing assertive behaviors
- Modifying the action plan to accommodate changes
REGISTRATION & ENQUIRIES

Date: August 31 - September 1, 2016
Registration: N10, 000 (non-refundable)
Tuition: N110, 000

FOR FURTHER ENQUIRIES, PLEASE CONTACT:
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