



ASSERTIVENESS SKILLS: Communicating with Authority and Impact

Course Introduction:

You gain self-awareness of your attitudes and behavior patterns that promote or hinder assertive behavior. Through video demonstrations, role-playing activities, journaling, skill development and workshops, you increase your ability to get work done using proven techniques.

Course Objectives:

- Apply influence strategies to gain commitment and foster collaboration
- Dynamically adjust your approach to others to gain buy-in
- Achieve goals by enhancing trust and cooperation
- Deal effectively with challenging behaviors to overcome resistance and inertia in others
- Use knowledge and competence to influence others

Who Should Attend?

Managers, project managers and individual contributors who rely on influence rather than authority to achieve their goals.

Course Outline:

Defining Influence

- Identifying the three critical elements
- Building value with others
- Working with resistance for positive outcomes

Elements of Influence

Five critical factors for influencing others

- Applying the five factors: capability, perceived value, perceived value realization, perceived cost, perceived risk
- Using an influence formula to guide your planning

Achieving and maintaining commitment

- Stating your desired results
- Going beyond compliance
- Creating collaboration
- 4 Steps in building assertiveness and its application

Recognizing manipulation and taking positive action

- Differentiating manipulation from influence
- Gaining an agreement you can count on

Building Your Foundation

Establishing and maintaining trust

- Creating trust-based relationships
- Maintaining ethics and integrity
- 13 tips to build assertiveness communication

Developing rapport

- Establishing immediate rapport
- Applying techniques for building rapport

Listening for multiple perspectives

- Building active-listening habits
- Tuning in rather than tuning out

Applying Six Major Influence Strategies – it's application

Identifying strengths and limitations

- Leveraging the advantages of each strategy
- Creating your personal plan
- Building and expanding your network
- Negotiating for desired results

Thinking strategically

- Executing the most appropriate strategy
- Avoiding pitfalls and traps

Expanding Your Power Base

Six types of power and impact

- Referent
- Information
- Expert
- Legitimate
- Reward
- Coercive
- Extending your personal power

Developing political intelligence

- Navigating organizational politics
- Strengthening working relationships
- Adapting the way politics work according to cultural norms

- Identifying and applying political strategies effectively

Working with multiple perspectives

- Transforming resistance and inertia in others
- Adapting flexibly to influencing situations

Practicing Exemplary Leadership

Implementing five leadership practices

- Modeling the way
- Inspiring a shared vision
- Challenging the process
- Enabling others to act
- Encouraging the heart

Developing your personal leadership plan

- Assessing your leadership profile
- Strategies for cultivating your leadership skills
- Influencing a paradigm shift in others

Dealing with Challenging Behaviors

Recognizing the interplay of perceptions

- Managing the six challenging behaviors
- Overcoming the tendency to take things personally

Taking powerful actions

- Identifying and applying deflection techniques
- Developing remedies for difficult situations
- Employing specific strategies for challenging behaviors
- Converting confrontation into cooperation
- Art of Saying "No" and other useful assertiveness tools

Overcoming Resistance

- Recognizing the many forms of resistance
- How to tools – overcome resistance

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session