



COMMUNICATION
EFFECTIVENESS

Being Assertive – It's all about respect!



COURSE SPECIFICATIONS



FORMAT

- Lunch & Learn



DURATION

Training is given in 1 hour (60 minutes) to provide maximum impact and optimum use of time.



TARGET AUDIENCE

This training is intended for anyone wishing to develop their ability to assert themselves.



DELIVERY METHOD

Focusing on a specific topic, our "Lunch & Learn" sessions are a simple, effective and powerful way to tackle best practices ... in small bites.

A formula that develops, stimulates and promotes a learning culture.

Hosting up to 20 participants, these sessions are interactive and dynamic.



LANGUAGE

Available in:

- French
- English

DESCRIPTION

Assertiveness is a fundamental ability in reaching our goals and "win-win" results. It can increase effectiveness and productivity within an organization by allowing greater autonomy and greater control over daily activities.

Adopting an assertive behavior is taking the place we deserve; it's knowing our rights, needs and interests and to make them count. It's also being able to show feelings, while knowing how to control them.

This training present techniques that will help you assert yourself effectively.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Understand that assertiveness is an important professional skill.
- Know the prerequisites and techniques of an assertive communication.
- Know how to approach situations with confidence and respect.

COURSE CONTENT

WHAT IS ASSERTIVENESS ?

- What does it mean to be assertive?
- Why is assertiveness important?
- Advantages and benefits

HOW TO DEVELOP ASSERTIVENESS ?

- Interpersonal skills related to assertiveness
- The link between assertiveness and respect
- Know how to express a balanced and healthy assertiveness
- Techniques of assertive communication

SELF-ASSESSMENT OF OBSERVABLE BEHAVIORS



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

