

# Assertiveness Skills

## 堅定自信技巧訓練

MEDIUM : English / Cantonese COURSE CODE : ASW

### Influence and communicate to build trust and rapport with your colleagues, superiors and customers

The participants will develop the following skills :

- Understand the essential attributes of trust building
- Identify a checklist of trust building behaviours
- Learn a communication model to speak confidently
- Build credibility with verbal and non-verbal language
- Be aware of the personal and social level of emotional intelligence
- Practise empathetic listening techniques
- Adapt to different personality styles
- Negotiate expectations to achieve win-win outcome

### Methodology

We use whole body learning concepts and a multi-sensory facilitation style to stimulate thinking and build skills and knowledge in the participants. The methodologies include: *Role-play, Questionnaires, Action-learning activities, Discussions, Checklists*, Detailed course notes and reference materials.

Time is provided for each participant to assimilate the concepts covered, and to discover and find clarity in personality aspects and behaviours they want to 'keep' or 'change'.

### Course Outline

#### 1. What Makes One Assertive?

Through a *discussion*, the participants will identify assertiveness attributes which are associated with Trust, Emotional intelligence and Capabilities.

#### 2. Build and Sustain Trust

Through a *questionnaire, discussion and exercise*, the participants will define the elements of trust Character, Competence and Smart trust.

#### 3. Communicating Trust

Through a *discussion and role-play*, the participants will understand how to plan and articulate a confident message that Engage attention, Speak with a focus and Follow systematic steps.

#### 4. Speak an Assertive Language

Through an *exercise and role-play*, the participants will learn how to Speak with facts and tact and Increase impact with vocal and visual communication.

#### 5. Build Rapport with Emotional Intelligence

Through a *questionnaire and exercise*, the participants will learn how to enhance their emotional intelligence focusing on:

- Personal competence – awareness, control and motivation
- Social competence – empathy and social skills.

#### 6. Empathetic Listening

Through a *discussion and exercise*, the participants will practise:

- Cascading techniques to show attention and to probe information
- Mirroring and echoing techniques to influence audience.

#### 7. Negotiate Expectations

Through a *discussion and exercise*, the participants will learn how to negotiate expectations by Preparing with variables and Selecting methods to assert rights.

#### 8. Building Rapport

The participants will review how to encourage two-way communication in an exercise that illustrates Assertive expressions and Tactful and confident tone.