

# Assertiveness Skills Workshop

## 堅定自信技巧訓練

MEDIUM : Cantonese / English  
DURATION : 1 Day

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.

# COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
<b>May 2018</b>								
2	May-08	Assertiveness Skills Workshop	NEW ASW	1	HK\$3,480	HK\$3,180 Apr 13, 2018	Apr 18, 2018	C/E
	May-09	Finance for Non-Finance Executives	FNFM	1	HK\$3,480	HK\$3,180 Apr 13, 2018	Apr 18, 2018	C
	May 10-11	Managing People for Win-Win Results	MPWWR	1	HK\$6,480	HK\$5,980 Apr 13, 2018	Apr 18, 2018	C/E
3	May-15	Creative Thinking and Innovation	NEW CTI	1	HK\$3,480	HK\$3,180 Apr 20, 2018	Apr 25, 2018	C
	May-16	Persuasive Presentation Skills Workshop	PPSW	1	HK\$3,480	HK\$3,180 Apr 20, 2018	Apr 25, 2018	C/E
	May-18	Customer-Focused Prospecting	CFP	1	HK\$3,480	HK\$3,180 Apr 20, 2018	Apr 25, 2018	C
<b>June 2018</b>								
2	Jun-05	Win-Win Negotiation	NEW WINWIN	1	HK\$3,480	HK\$3,180 May 11, 2018	May 16, 2018	C
	Jun-06	Expert Sales Strategy	ESS	1	HK\$3,480	HK\$3,180 May 11, 2018	May 16, 2018	C
	Jun-07	Corporate Image + Business Etiquette	CIBE	1	HK\$3,480	HK\$3,180 May 11, 2018	May 16, 2018	C/E
3	Jun-13	Creative Problem Solving and Decision Making	NEW CPSDM	1	HK\$3,480	HK\$3,180 May 18, 2018	May 23, 2018	C
	Jun-14	Personality Styles and Team Communication	NEW PSTC	1	HK\$3,480	HK\$3,180 May 18, 2018	May 23, 2018	C/E
	Jun-15	Interviewing Skills to Recruit the Right Candidate	ISW	1	HK\$3,480	HK\$3,180 May 18, 2018	May 23, 2018	C/E

C = Cantonese, E = English

**TIME:** 9:00 am - 5:00 pm daily    **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

**\* Fees include refreshments and buffet lunch**

**PAYMENT AND CONFIRMATION:**

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

**CANCELLATION AND SUBSTITUTION POLICY:**

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

**ATTENDANCE CERTIFICATE:**

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

**CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:**

Please visit our Website at [www.celhk.com](http://www.celhk.com) or telephone Ms Mak at 2838 1182 to inquire the above.

*Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.*

## ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

**Company Name :**

**Address :**

**Contact Person :** (Mr / Ms)     **Job Title :**

**Direct Line :**     **Email Address :**

**Mobile :**     **Fax :**

**Authorized Person :** (Mr/Ms)

**Job Title :**     **Direct Line :**

**Signature :**     **Date :**

Cheque enclosed for HK\$

**Please note seminar fees are payable in advance**

Made payable to **Communications Engineering Ltd.**  
Please tick (✓) if you require a receipt

**BY PHONE:**  
Call Miss Mak at:  
**2838-1182**

**BY POST TO:**  
Communication Engineering Ltd.  
Room 903, Connaught Commercial Building,  
185 Wan Chai Road, Wan Chai, Hong Kong

**BY FAX:**  
Send enrolment form above to our FAX at number:  
**2838-7122**

**BY EMAIL:**  
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