



COURSE DESCRIPTION

Proactivity and Assertiveness

Duration : 1 day

What participants will learn

At the completion of the course, participants will be able to:

- Explain why one needs to be proactive in today's business environment
- Develop a habit for being proactive
- Identify one's own comfort zone in communication
- Inform, persuade, control and coordinate assertively

Audience All levels of technical professionals

Methodology *Games, Discussions, mini-lecture, role-play, dialogues, demonstration, self-assessment, quiz*

Course Content

1. The need for being Proactive

- What is being proactive
- The value and need for being proactive
- *Self-assessment* : how proactive are you ?

2. Ten (10) steps to train yourself to become more proactive

- Being proactive is a learnable habit
- Ten (10) steps to develop a habit for being proactive
- *Quiz* : What will a proactive person do in this situation ?
- *Discussion*

3. How proactive people communicate

- Communication and personality
- Aggressive, acquiescent and assertive behaviours
- Characteristics of assertive communication
- Benefits of expressing yourself assertively
- Assessing your style and assertiveness

4. Communicating Assertively

- Ownership and accountability of expressions
- Using "I-statements"
- Expressing yourself to
 - Inform assertively
 - Persuade assertively
 - Control assertively
 - coordinate assertively
- Saying 'No' with clarity and tact