

# ASSERTIVENESS TRAINING FOR MANAGERS

## **PURPOSE:**

Managers, supervisors and team leaders must be assertive in order to achieve the results they want. They need high self-esteem, confidence and the ability to manage with authority. In this seminar, you will acquire a sense of control in different situations and learn to achieve personally while motivating the productivity of others. You will learn to distinguish assertiveness from destructive aggressiveness and many useful assertiveness skills.

## **PROGRAM OUTLINE:**

### **INTRODUCTION**

- Objectives
- Self-assessment
- Basic human rights
- Aggressiveness/assertiveness/submissiveness
- The components of assertive behaviour

### **ESSENTIAL ASSERTIVENESS SKILLS:**

- Broken Record-Instant Replay
- Fogging
- Negative Assertion
- Negative Inquiry
- Free Information
- Self-Disclosure
- Workable compromise

### **SAYING “NO”**

- Why people say “YES” when they want to say “NO”
- How to say “NO” without feeling guilty
- When to say “NO”

### **SELF-ESTEEM**

- Self-esteem assessment
- Improving your self-esteem

- Giving and receiving praise
- The benefits of self-esteem

### **FURTHER TECHNIQUES**

- "I" messages/"You" messages
- Techniques in rehearsing new behaviour
- Planned renegotiation
- Turning negative self-talk into positive visioning
- Dealing with conditioned passivity and emotional dishonesty
- When not to be assertive

### **METHOD OF INSTRUCTION:**

Group and individual exercises, case studies, self-assessments, skill practices, DVDs, lecturettes, etc.

### **DESIGNED FOR:**

Managers, supervisors and team leaders who wish to improve their ability to work effectively with others at all levels, while maintaining their own confidence and sense of control.

### **DURATION:** 2 Days

### **SEMINAR LEADER:**

Paul Loftus, B.Comm., B.A., M.Sc., F.I.C.B., Industrial/Organisational Psychologist.

### **SPECIAL FEATURES:**

- All participants will receive a free copy of Mr. Loftus' article "Communicating Assertively", which has been published in a number of international business journals.
- In addition to two of the leading DVDs on assertiveness, participants will also see two DVDs where Mr. Loftus appears on a TV talk show in Canada dealing with viewers' questions. This will help stimulate further questions from the participants.

