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## Developing Positive Assertiveness Course

### Duration

1 Day (08:30 - 16:00)

### Objectives

Developing Positive Assertiveness will make positive assertiveness a productive force in your life. This course will help you examine your posture, language, and attitude while learning to deal openly with others. Find your natural style of communication. Use assertive words appropriately. Take charge of your life.

### Who should attend?

Anyone who would like to develop a positive assertiveness in his or her life.

### Prerequisite

None

## Course Outline

### 1. How to Develop Positive Assertiveness

- Three Basic Behavior Styles
- Can Behaviors Change?

### 2. Ensuring Successful Change

- The Five Ps of Successful Change
- Are You Using the Right Maps?
- Self-Fulfilling Prophecy
- Positive Mental Imagery
- Programming Yourself for Success

### 3. Feelings: The Emotional Part of Assertiveness

- The Emotions of Assertiveness
- Choice and Win-Win Relationships
- Talking About Feelings

### 4. Changing Your Behaviors

- Choosing Assertive Words Carefully
- Body-Language Signals
- Stop Signs and Green Lights

### 5. Expanding Your Assertiveness

- Four Assertive Styles
- Sending Assertive Messages
- Identify Styles to Enhance Communication

### 6. Assertive Power Steps

- Four Steps to Assertive Communication
- Step 1: Repeat the Question or Statement
- Step 2: Command, Don't Ask
- Step 3: Add Emotion
- Step 4: Introduce Consequences

## 7. Assertive Confrontation

- Defining the Problem
- Five Tools for Successful Confrontation
- Active Listening
- Goals for the Present and Future
- Give Yourself Credit for Success

To check the course schedule, location, pricing and to book online please visit  
[http://www.multimediacentre.co.za/courses/developing\\_positive\\_assertiveness.php](http://www.multimediacentre.co.za/courses/developing_positive_assertiveness.php)

Our outlines are a guide to the content covered on a typical class. We may change or alter the course topics to meet the objectives of a particular class.