Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

340,00 €

PRICE INCL. VAT

418,20 €

including 23 % VAT

Macrosoft školiace centrum

Aktuálne informácie na Macrosoft.sk

PDF SYLLABUS

Assertive Communication in Practice

Clear overview of course topics, training scope and key information.

The Assertive Communication in Practice training is intended for everyone who feels the need to improve their resistance to pressure and dominance from others, stand by their opinions, or gain control in important situations. If you want to limit risks and uncertainty, give people around you the right picture of yourself and also consciously improve your health - by reducing internal conflict, stress and frustration, you have the opportunity to learn this in a safe environment, in training where more than 70% consists of practicing model and real situations from the lives of course participants. Assertive communication is based on creating a life attitude in balance, respect and regard for oneself and other people. Some people tend to behave aggressively in certain situations, others passively. Assertiveness creates space for agreement and compromises without using aggression or manipulation. It helps to gain balance in communication and in life. Assertiveness training offers many techniques and tools usable in conflict situations, which moderate the course of conflict and lead to achieving satisfaction on both sides.

COURSE CONTENT

01 **Day 1 of Training**

02 **Self-knowledge, Where I Am Now**

self-diagnostics

03 **Forms of Behavior: Aggression, Passivity and Assertiveness**

risks, benefits, disadvantages, comparison of behavior types in different situations

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04 **Philosophy of Assertiveness**

definition suitability of use benefit

05 **Assertive Rights**

06 **Basic Assertive Techniques**

Lower and higher level of assertiveness

07 **Identifying Manipulation**

08 **Counter-manipulation Techniques**

09 **Practical Skills**

modeling situations, practicing assertive behavior, questionnaire methods, guided discussion, extensive feedback

10 **Day 2 of Training**

11 **Assertiveness and Manipulation**

types of manipulators and manipulative behavior how to recognize manipulation reaction to manipulation

12 **Assertiveness and Conflict**

emergence of contradictions and conflicts behavior in limit situations types of reactions to conflict solution options

13 **Assertiveness and Feedback**

positive feedback negative feedback 'I' as provider 'I' as recipient

14 **Managing Emotionally Tense Situations Through Assertive Techniques**

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15

Practical Skills

modeling situations, practicing assertive behavior, questionnaire methods, guided discussion, extensive feedback

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This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

https://www.macrosoft.sk/en/courses/assertive-communication-in-practice