Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online with a lecturer

PRICE EXCL. VAT

189,00 €

PRICE INCL. VAT

232,47 €

including 23 % VAT

PDF SYLLABUS

Assertive Communication

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

Assertive communication is a set of rules for discussing factual issues, with a factual attitude toward them and toward the partner. In it, one's own positions are expressed non-violently, kindly, but openly and decisively, and the aim of achieving one's goal is not hidden. It forms the basis of factual managerial negotiation, business negotiation and problem solving. That is precisely why this course is also focused on self-assertion, self-confidence, a positive approach to duties and successful handling of tasks, as well as conflict-free dealings with problematic people. Practical skills of assertive communication are offered by the two-day course - Assertive Communication in Practice.

COURSE CONTENT

01 **Definition of Assertiveness**

What assertiveness, aggression and submissiveness are

02 **Philosophy of Assertiveness**

assertive rights and techniques, risks of non-assertive/passive, aggressive/manipulative behavior, emergence of contradictions and conflicts, behavior in limiting situations

03 **Types of Reactions**

comparison of assertive and non-assertive behavior, advantages and disadvantages

04 **Types of Conflicts and Options for Resolving Them**

Ability to say "no", ask for a favor, accept praise, criticism, etc. Managing emotionally tense situations through assertive techniques

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05

Modeling Situations and Practicing Problem Situations

short theoretical inputs, modeling situations, questionnaire methods, guided discussion, extensive feedback...

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