

# **PERS 139: Assertiveness for Personal and Business Success**

Length: 14 hours

Learn how assertive behaviour can positively impact your personal effectiveness, communications and relationships with others. In this assertiveness training, you will recognize that by behaving assertively, you will gain more self-confidence and self-respect, develop personal power, cultivate and maintain the cooperation and respect of others, and minimize unhealthy conflict. Learn to apply assertive approaches in various situations, including: giving and receiving feedback, giving and receiving compliments, making and declining requests, having difficult conversations and managing conflict. Mastering these and other assertiveness strategies will result in effective communications and relationships in both your personal and business life.

## **Module 1: Defining Assertion**

- Define the term “assertion” and explain the reasons for behaving assertively.
- Identify the differences between passive, aggressive and passive-aggressive behavior.
- Discriminate between passive, aggressive and assertive responses to specific situations.

## **Module 2: Exploring Obstacles to Assertion**

- Identify the personal rights deserved by all participants.
- Assess problematic situations with regards to being assertive.
- Identify blocks to assertive behaviour and describe ways to overcome these irrational thoughts and ideas.

## **Module 3: Describing Assertive Skills**

- Describe various assertive skills, including basic assertion, empathic assertion, escalating assertion, assertive apologies, broken record, time out, minimal responding and the “I” message.
- Discuss the use of these various assertive skills in the context of the workplace and in one’s personal setting.

## **Module 4: Applying Assertive Skills**

- Apply the guidelines for giving feedback.
- Practice giving and receiving constructive criticism.
- Practice giving and receiving compliments.
- Demonstrate how to effectively make and decline requests.
- Develop a plan to prepare for a difficult conversation.
- Discuss how to manage conflict based on the communication and behavioural styles of the parties involved.