

## BEING ASSERTIVE

# Dare express your ideas & feelings

### Objectives

■ Developing simple and constructive relations with people close to you

■ Becoming a change leader

### People concerned

Every business occupations.

### Duration

2 days

### Know-How acquired

Identifying self-confidence behaviors: discover your communication profile.

What are the main behavior types and how to recognize them?  
How to decode your personality profile? Faced with anger, authority and failure or with success stake.

Understanding the keys factors in dialogue evolution

#### **Become an active auditor: mobilize your listening**

How to decrease uncertainties and misunderstandings?

Identifying listening obstacles.

How to set up a mutual trust?

Anticipate information

#### **Say and act: Strengthen constructive communication**

What are the rights I allow myself towards the others?

Build the basis of an efficient partnership.

What prevents me from acting?

Working with personal objectives to move forward.

How to develop positive thoughts? Create a cooperative atmosphere

#### **Rediscover your feelings and make them your allies**

How to recognize them?

Feelings positive role of: joy, fear, anger, sadness.

How to express them? Express your discontent without aggression, or your satisfaction without shyness.

Know how to ask, know how to refuse.

Having an influence on your work environment.

How to adapt to various situations encountered in your professional or personal life?

How to refuse without losing your credibility?

How to deal with disagreements?

How to react to unexpected situations: objections, indifference, blame, recriminations.

How to avoid deadlocks in communication?

How to cope with aggression, manipulation?