

Personal development and **assertiveness**

It is important for organizations that their employees and leaders stand up for their points of view vis-à-vis co-workers, clients and business partners without causing long-term damage to existing relationships. In this workshop, you will learn which effect you have on others and how you can enhance this effect without offending others. Assertiveness is not a question of strength or speaking volume, but of inner clarity and conviction.

Key objectives

- Getting to know your effect on others
- Balancing self-perception and perception by others
- Awareness of body language and voice
- Expanding your personal repertoire of self-assessment techniques
- Improving your argumentation techniques

Course content

- Bringing your personal point of view to the point
- Convincing others in conversations
- How to learn to say "no"
- Handling "difficult" persons
- Case studies: difficult everyday situations
- How do I convince my boss?
- Nonviolent communication

Who should attend?

Leaders whose tasks include convincing employees, co-workers, clients and supervisors. Employees who represent their unit or department in project groups and meetings.

Your benefit

You will stand up for your point of view using straightforward and easy-to-understand words. You will have a broad repertoire of techniques allowing you to persuade others. When disagreeing with others, you stand by your opinion without raising your voice or lowering it.

Methodology

- Introductory presentations
- One-on-one and group work
- One-on-one work for personal reflection
- Practical role-play
- Exercises used in improvisation theater
- Analysis of actual cases

Organisation

- Maximum number of participants: 12
- This workshop can be booked as an internal company event.
- Duration: 3 days
- A, D, CH & CEE-Countries

"Ever since I realized that my role requires me to speak my mind, it has become much easier for me to argue in a persuasive fashion."

Participant quote