



# ASSERTIVE COMMUNICATION

Stating your case

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### NUMBER OF PARTICIPANTS

6 -10 people



### LENGTH OF COURSE

2 days: 9.00 – 12.30, lunch with the trainer, 13.30 - 17.00



### TARGET POPULATION

Anyone who needs to improve their ability to express their position/feelings/opinions with confidence



### LEVEL OF ENGLISH REQUIRED

B2 minimum (CERL)

## **OBJECTIVES**

The aim of this course is enable participants to develop the mindset, skillset and toolset to communicate in a confident, assured, high-impact manner

### **It does this by**

- developing positive communication skills
- raising self-awareness
- helping to overcome misunderstandings and conflicts
- Improving interactive communication techniques

## **CONTENT**

### **Day 1**

- Assertiveness Quiz : how assertive are you?
- What is assertiveness?
- Reading signals in verbal language, body language, personality types : assertive, passive, passive aggressive, aggressive
- Ineffective behaviour
- Context and opportunity : where, when and how to make your case.

### **Day 2**

- Understanding the stakes
- Modeling Assertive Communication : Transactional Analysis and the power of 'I'
- Assess the importance of using Assertive Communication : the Art of Saying No
- Dealing with complex and difficult issues
- Experiential Learning & Feedback sessions
- Recognize the top 10 do's and don'ts

## **TRAINING APPROACH**

- Learning skills and mindset shifts
- Acquiring tools and practical techniques from case studies and exercises.
- Analysing video examples of assertiveness in different contexts.
- Preparing roleplays with feedback from peers and the facilitator.



## Facilities required :

**1 main training room**

**+ 1 small room for sub-group activities**

**Flipchart**

**Videoprojector**

<b>COURSE PRICE:</b>	<b>€ 4 000,00 (+VAT 20% where applicable)</b>
<b>TRAVEL</b>	Europe – economy class standard flight
<b>HOTEL &amp; CATERING (if not Paris)</b>	2/3 nights – Well-rated hotel including breakfast and dinner
<b>Other costs</b>	Taxis...

*The extra costs relating to travel and hotel/catering vary between  
€600 and €1 200 per course in Europe depending on dates and  
destinations. A detailed quote can be sent on request*

9 rue Ganneron, 75018 PARIS



+33 1 40 06 03 73



[info@ilic-formation.com](mailto:info@ilic-formation.com)