



Assertive Communication Workshop

A BITESIZE WORKSHOP: EXPLORE HOW CONFIDENCE AND ASSERTIVENESS IS COMMUNICATED TO DELIVER THE IMPACT YOU NEED AND WANT



Learn how to:

1. Deliver the message you want with the assertiveness you don't feel you have ever had
2. Respond quickly to someone being assertive with you
3. Implement small changes which will have the impact you desire
4. Ensure others see you as assertive

If you can answer yes to any of the following questions then this bitesize workshop will be effective for you:

1. Do you wish you could convey an air of confidence which you sometimes don't feel?
2. Do you ever feel you haven't quite delivered the impact you wanted in your message?
3. Have you tried to be assertive and it has come out too aggressive or too passive?
4. Do you want to feel more confident giving feedback to staff or customers?



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Workshop Agenda & Structure - 3 hour workshop

Time	Agenda
8:30am	Identifying the individual objectives & time management issues Plan in 5 minutes; we each bring different perspectives priorities – right/wrong Intro the Zone – what are your Goals, Priorities & Tasks? Overview Covey's 7 Habits (handout)
9:00am	How Confidence & Assertiveness is Communicated <ul style="list-style-type: none">➤ Defining Assertiveness, what does it mean to you? In your Role?➤ Test yourself- How passive/aggressive/assertive are you in general?➤ Overview the Respect Model – foundation of assertiveness➤ First Impressions – Betraying our position of the 3 states
9:45am	Tools for Feeling & Sounding Confident when on the phone <ul style="list-style-type: none">➤ Identify the situations you have struggled with – sales, staff, customers➤ How is confidence recognised over the phone➤ Assertive call structure, AQBOC➤ Handling ramblers/ Difficult calls/ Challenges➤ Role Play the previous challenges with the new tools.
10:30am	Break for 15 minutes
10:45am	Gaining Agreement & Remaining Assertive when Face-to-Face <ul style="list-style-type: none">➤ Taking Appropriate Responsibility for mistakes – apology vs sorry➤ Using the 3 step technique for overcoming Objections➤ Saying NO with confidence➤ Giving feedback that lands 'safely'/reality checks/handling differences in opinion
11:15am	ACTION <ul style="list-style-type: none">➤ Practice/ Role play to give feedback
11:30am	CLOSE & Agreed Actions



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