

Becoming an Assertive Communicator



Decide with Confidence

Assertiveness is an essential skill in adult communication. The ability to choose and make appropriately direct and tactful statements or requests vs. less desirable forms of communication (aggressive, passive, and passive-aggressive) can be learned and developed with awareness and practice. When we practice handling interactions assertively, work becomes more efficient and relationships healthier.

This workshop will equip you with the necessary skills and techniques to behave assertively. Participants will be taken through a comprehensive journey of self-awareness and self-improvement and become more assertive communicators in daily life.

LEARNING OBJECTIVES:

- Understand the importance of assertive communication
- Learn the difference between assertive and aggressive behaviour
- Discover their personal levels of assertiveness
- Understand their rights to be assertive and overcome personal roadblocks
- Learn the strategies and techniques that will transform them into assertive communicators
- Understand the role of body language in assertive behaviour
- Learn how to employ assertive skills when dealing with difficult people
- Learn to speak with confidence, poise and assertiveness

WORKSHOP OUTLINE:

INTRODUCTION

- The fundamentals of assertive behaviour
- What is assertiveness?
- A Self-Test: How Assertive Are You Now?
- Effective Assertive Behavior - What does it really mean?
- Assertive vs. Aggressive communication
- Your Basic Right to be Assertive
- Roadblocks to assertiveness

BECOMING AN ASSERTIVE COMMUNICATOR

- The Four Communication Styles
- Passive and aggressive behaviour
- Finding the balance in assertiveness
- The "ACID" process to assertiveness
- Understanding body language and assertiveness

- Making Assertiveness Work for You

PUTTING ASSERTIVENESS TO WORK

- Five Key Assertiveness Skills
- Dealing with aggressive people
- Assertive communication with customers
- Becoming assertive with your subordinates and colleagues
- Handling complaints with assertiveness
- Giving positive and negative feedback with assertiveness
- Dealing with angry people
- Speak assertively
- Listen emphatically
- Personal action plan for greater assertiveness

ABOUT THE TRAINER – MS CAROLINE JOSEPHINE DAWSON

Caroline Josephine Dawson holds a Master of Arts degree in Mass Communications from the Nanyang Technological University, Singapore. She has more than 8 years of invaluable experience in teaching business, environmental and technical communication and 10 years in the field of journalism and publishing.

Caroline's expertise in business writing and language proficiency has seen her train operational, supervisory and managerial staff from various government bodies. Her track record includes organisations such as Land Transport Authority, Supreme Court, Singtel, Singapore Power, HDB and CPF Board. This experience in working with public sector training has become one of her training strengths. Participants of her training workshops attest to her motivational, instructional and highly experiential training methodology.

At the same time, Caroline has also conceptualized, produced and delivered courses such as written and oral presentation skills, communication relationship management, business communication, customer service and teambuilding, among others. She has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System.

Caroline is also the Assistant Secretary to the Society of Singapore Writers and Advisor, SMGM Foundation, India where she lectures on effective business writing and communication skills.

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Date: 20 April 2009, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$370 for D&B Subscriber [] S\$450 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 20 Mar to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

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Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances