



Advanced Assertive Communication Skills

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Advanced Assertive Communication Skills

5 days training course

For detailed information on training course dates, please click the link:

[Advanced Assertive Communication Skills.](#)



Course Overview

This course is designed to provide participants with advanced techniques and strategies for communicating assertively in challenging situations. It focuses on building the confidence and skills required to express thoughts, needs, and opinions clearly and respectfully while maintaining strong relationships in professional environments. The course also addresses the importance of body language, emotional intelligence, and listening skills in assertive communication.

By participating in this course, attendees will learn how to navigate difficult conversations, handle conflict assertively, and ensure their messages are understood without being overly passive or aggressive.

Course Objectives:

- Enhance your ability to express yourself confidently and assertively.
- Improve your listening skills and emotional intelligence to foster better communication.
- Learn to navigate challenging conversations, negotiations, and conflict situations.
- Build strategies for handling criticism, setting boundaries, and saying "no" effectively.
- Understand the impact of body language on assertiveness.
- Develop the ability to respond effectively to difficult or confrontational situations without aggression.

Who Should Attend:

- Managers and team leaders who want to enhance their communication skills.
- Professionals seeking to improve their ability to communicate assertively.
- HR and training professionals who want to facilitate assertiveness in the workplace.
- Individuals in customer-facing roles or client relations who need to convey assertive messages.
- Anyone looking to develop a more balanced and confident approach to communication in both personal and professional settings.

Course Outline:

Day 1: Foundations of Assertive Communication

- Introduction to assertiveness: Passive, assertive, and aggressive communication
- The role of self-awareness in assertive communication
- Key principles of assertive communication
- Barriers to assertive communication and how to overcome them
- The importance of respect and empathy in communication

Day 2: Advanced Techniques for Assertiveness

- Verbal and non-verbal assertiveness techniques
- Building confidence in difficult situations
- Handling criticism and negative feedback assertively
- Setting boundaries with tact and respect
- The role of emotional intelligence in assertiveness

Day 3: Assertive Communication in Conflict Management

- Strategies for managing and diffusing conflict assertively
- Dealing with confrontation: Practical role-play and scenarios
- Using assertiveness to negotiate effectively
- Maintaining composure in emotionally charged situations
- The art of saying "no" with respect and clarity

Day 4: Listening and Responding Assertively

- Active listening and understanding others' perspectives
- Clarifying and paraphrasing techniques to ensure mutual understanding
- Responding assertively to others' needs and requests
- The role of body language in active listening
- Managing emotions while listening and responding assertively

Day 5: Consolidating Assertiveness Skills and Application

- Developing a personal action plan for applying assertive communication in daily situations
- Handling challenging workplace conversations with confidence
- Assertiveness in leadership and team dynamics
- Reflective practice and continuous improvement in communication skills
- Final workshop: Role-playing real-life assertive communication scenarios



DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.