

„Assertiveness, we go ahead gently but firmly”

Course description:

The course explains the difference between assertiveness, aggression and submission. Trainings consist of practical exercises which help to deal with negative opinions, and protect our own psychological territory. Participants learn how to say "no" in a way that does not offend the other person and practice expressing constructive criticism. The scope of training includes learning criticism which is focused on the behavior and not on the person and assertive expression of feelings both positive and negative.

Acquired skills:

- Implementing our own needs and interests in most effective way
- Increasing self-confidence and belief in our strengths
- Improved coping with aggression and manipulation coming from other people
- Ability to keep an assertive approach during conflicts, and business negotiations
- Ability to speak and think (about ourselves) assertively

Training program:

1. Distinguishing between assertive, aggressive and submissive behavior

- Analysis of consequences of assertive, aggressive and submissive behavior in different situations
- Assertiveness and the voice of an adult, a child's voice and the voice of a parent (mini-lecture: E. Berne Transactional Analysis)

2. Assertiveness and thinking about ourselves

- Work on the self-esteem of participants: an analysis of the strengths
- What is the inner monologue and how to work on it to think assertively
- Verbal and nonverbal communication exercises when it comes to talking about ourselves - assertive self-presentation

3. Assertiveness in dealing with people

Exercises:

- expressing requests and expectations
- criticizing
- giving and taking
- expressing anger / rage
- praising
- refusing
- expressing our own beliefs
- defending our own boundaries
- expressing positive and negative feelings
- what is the difference between assertive behavior outside and inside the personal sphere

4. Useful techniques to adopt in different situations:

- method of continuous and constant repetition
- assertive postponement
- asking
- communication I

5. Assertive behavior in contact with difficult partners:

Responding to partner's attitude:

- demanding
- humiliating
- sarcastic
- disrespectful
- haughty

6. Providing the participants with the feedback and drawing up an individual personal development plans

Methodology:

During the training we use the following training methods:

- mini lectures - Power Point presentations
- team games and group exercises
- open discussion
- role plays
- working with the video camera and analysis of the obtained information
- mini training films

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings