

ASSERTIVENESS TECHNIQUES

(Maximum 12 participants)



COURSE OVERVIEW

Have you ever agreed to do something because you did not know how to say no?

Have you ever avoided a conversation because you were worried it might become confrontational?

Have you ever lost your temper and regretted it afterwards?

If you answered yes to any of these questions then this course is for you. Assertiveness is something most of us want to improve but need help to develop the ability to say the right thing, to the right person, in the right way at the right time.

The program is focused around a mixture of case studies, practical tips and exercises.

COURSE OBJECTIVES

At the end of this course supervisors will be able to:

- *Develop your self-confidence*
- *Increase your range of tools and techniques to use in everyday situations*
- *Create an action plan to improve your interpersonal effectiveness*
- *Explore which behaviour you exhibit most*
- *Determine the effect each behaviour has on us and other people*
- *Identify the things that stop you behaving assertively*
- *Develop the technique to say NO*
- *Use the skill of good communications*
- *Deal with a diverse range of people*

WHO SHOULD ATTEND

Managers and coaches, and individuals who are interested in developing their interpersonal effectiveness, particularly in situations where employees/co-workers present a difficult position to resolve.

COURSE DURATION

5 days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The approach in this program is not only to outline the principles of assertiveness but to create an environment where experiential learning can take place.

COURSE OUTLINE

DAY ONE – What is Assertive Behaviour?

High level aggression

Low level aggression

Submissive

Assertive

Recognising the four behaviours

Behaviour breeds behaviour

Exercises

DAY TWO – Assertive Communication Skills

Using the right language

Banked phrases

Tone of voice

Body language

Listening skills

DAY THREE – The Art of Saying NO

Communication skills

The skills of speaking and listening

Assertive speaking

3 stages of listening

Conflicting perceptions

Personality types

Myers-Briggs Type Indicator

Transactional Analysis

Handling difficult people

Get mad, get even, get over it!

Self-awareness versus Self-management

IQ versus EQ

Balanced perception

DAY FOUR – Assertiveness Techniques

Making requests

Disagreeing with someone

Handling angry people

Standing your ground

Responding to criticism

Dealing with negativity

Giving feedback

DAY FIVE – Putting it into Practice

What do I want to happen?

Address the issue confidently

How can I deal with this assertively?

Can I compromise on this issue?

Scenario One – Abdullah's story

Scenario Two – Fatimah's story

Scenario Three – Your story

My action plan

Summary

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the

Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.