

Enhancing Relationship With Assertiveness

Is there any process more fundamental to the success of any organization and its people than communication? In today's business environment, it is challenging to express our ideas assertively in a collaborative environment, but our success depends on it.

AT THE END OF THE COURSE, PARTICIPANTS SHOULD BE ABLE TO:

- Define Assertiveness
- Identify and Recognize the importance of being Assertive
- Distinguish the 3 Common Behaviors people exhibits it affects performances and relationships
- Become an Assertive person in getting work done while maintaining relationships
- Learn to say no without feeling guilty
- Dealing with difficult situation/people

Register online at www.snef.org.sg under 'Training' and Course Category 'SNEFdigital'

SESSION 1

Introduction to Assertiveness

- Benefits of being Assertive
- Am I Assertive? – A self-profiling test provided
- The 3 common behaviors: Aggressive/Assertive/Passive
- Why we are not Assertive?

Becoming More Assertive

- The Mindset of An Assertive Person
- The Approaches to be Assertive
- The Techniques to be Assertive
- Video discussion

Wrap Up for Day 1

- Q&A
- Summary
- Set Induction for Day 2

SESSION 2

Learn to say No

- Why is it difficult to say No; What is stopping us?
- 5 Ways to say "No"-
- IPAR Model to say "No"
- Video + Discussion

Dealing with Difficult Situation/People

- 4 Steps Approach
- Critical elements of each steps
- Resolving the "conflicts" and feeling good for both parties.
- Video + Discussion

Wrap Up for Day 2

- Q&A
- Summary
- Personal Action Planning
- Evaluation

21 May 2020 - Session 1 (3 hours, 9.30am -12.30pm)

22 May 2020- Session 2 (3hours, 9.30am -12.30pm)

Course Fee: \$299.60 (Inclusive of 7% GST)

TRAINER'S PROFILE:



David Ong

David has more than 25 years of Managing, Developing and Training Human Capital both local and regional countries which includes, Japan, Korea, Myanmar, Bhutan, Hong Kong, Malaysia, Indonesia, Thailand, Vietnam and various provinces of China.

His vast training experiences and travels make him a close Business Consultant with numerous corporations, collaborating them in their Organization Development in areas related to:

- Organization Path Finding
- Alignment
- Implementation
- HR Business Partner
- Human Capital Development

David has partnered numerous MNCs and SMEs across Asia Pacific Region.

For more enquiries:

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