

Becoming An Assertive Communicator

By Praga



INTRODUCTION

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, we can make our lives more manageable and rewarding.

LEARNING OBJECTIVES

By the end of this workshop, participants will be able to:

- Understand the importance of assertive communication
- Learn the difference between assertive and aggressive behaviour
- Understand their right to be assertive
- Overcome personal roadblocks to assertiveness
- 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

COURSE 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
- Dealing with issues versus emotions
- Personal assertiveness competencies

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- The Four Communication Styles
- Passive and aggressive behaviour
- Finding the balance in assertiveness
- Five "must ask" questions to defuse tensions in a conflict
- The "ACID" process to assertiveness
- Understanding body language and assertiveness
- Making Assertiveness Work for You
- Five Key Assertiveness Skills

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Putting Assertiveness to Work

- Getting passive people to come out of their shells
- Drawing the Line with aggressive people
- Strategies for assertive communication with customers
- Becoming assertive with your subordinates and colleagues
- Handling complaints with assertiveness
- Giving positive and negative feedback with assertiveness
- How to use what you have learnt
- Personal action plan for greater assertiveness

METHODOLOGY

Highly participative and interactive consisting of discussions, action learning games, assertive skills role plays, case studies, practical work, critique sessions as well as small group work.

For Whom: Middle managers, executives, support staff, sales representatives, customer service and administrative staff, business professionals and anyone who seeks to become a more assertive communicator

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ABOUT THE TRAINER – Mr Praga

Praga is a highly interactive and engaging international trainer, whose work is mainly based on research and applied knowledge from extensive experiences in bench-marking organizations best practices. As a dynamic training & development leader with more than 2 decades of experience, his training uniqueness comes from his Accelerated Training Approach which is built on Learning Design Re-patterning Model™ known by many to be empowering, refreshing and filled with success formulas.

Praga is the co-founder of Accelerated Training Approach™ built on Learning Design Re-Patterning Model and a Fellow Member with the Institute of Therapies Management (London). Holding a Masters in Organizational Psychology, a Degree in Business Administration and several Diplomas in Psychology and Psychotherapy. Praga is the only Singaporean to be certified as a Master Trainer with the Institute Therapist Management of London researching on Human Behaviour.

In the early years, after serving the Republic of Singapore Navy for 7 years, Praga worked has an IT program consultant by delivering program seminars to industrial leaders where he was also recognized and awarded the best sales performer for continuously achieving and exceeding organizational targets. He also became competent in the field of Information Technology by successfully completing and becoming a Microsoft Certified System Engineer(MSCE), Microsoft Certified System Administrator(MSCA) and Cisco Certified Network Associate (CCNA).

He's also a:

- Certified Agile-SCRUM Master ®
- Certified Agile-SCRUM Product Owner ®
- Certified NLP Master Practitioner™
- Certified NLP Master Life Coach™
- Certified Master Trainer in Psychotherapy™
- Certified Behaviour Management Specialist™
- Certified EQ Practitioner™
- Certified Psychometric Profiling Trainer™
- Certified Trainer in Applied Counselling™
- Certified Stress Management Trainer™
- Certified ACTA Trainer & Assessor

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Praga is a Certified Agile-Scrum Master & Product Owner by SCRUM Alliance trained directly by Stuart Mitchell; one of the top leading Agile coach known globally. Adding to his credentials; his dynamic and refreshing approach is supported by his vast experiences in the corporate paradigm where he had successfully held the helms for senior positions such as Business Development Manager (APAC), Senior Training Consultant, Assistant Director in various organizations. He has also learned much by working with renown international speakers like Philip Hesketh- Trainer and author of Psychology of Persuasion and Influence, Alan Fairweather –The Motivational Doctor, Dr. Wil Holton-Founder NFNLP, Kenneth Wood. PhD. – Principal Unifaculty and many others. Praga has also been interviewed by national T.V (MediaCorp) for good instructional practice & his articles are often found in Asia Pacific Publications.

Praga's forte comes from his diverse knowledge & experience in Information Technology, Business and Psychology. As a dynamic speaker, trainer and consultant. Praga is also sought after as a replacement for many prominent trainers. He has delivered numerous topics in (not limited to) Resilience, Behavior Profiling, Body Language, NLP, Time Line, Change Management, EQ, Communication, Sales, Leadership, Mindset & Attitude, Strategy Planning, Problem Solving, Empowerment, 7 Habits, Multiple Intelligence, Thinking Hats, Customer Experience, Cross Culture, Team Building, Critical & Creative Thinking, Enneagram.

Praga continuously researches on content development while working with many supporting partners globally. His expertise and experiences have gained much recognition. His engagements are uniquely lively, humorous and filled with practical solutions beyond text book theories. Apart training in Singapore for Corporate and Government bodies, Praga travels and delivers his knowledge to clients in Russia, India, Indonesia, Thailand, Malaysia.