Global Horizon
TRAINING CENTER

Training Course:
Advanced Assertive Communication Skills

8 - 12 March 2027
Vienna (Austria)

Training Course:
Advanced Assertive Communication Skills

Training Course code: PS234744 From: 8 - 12 March 2027 Venue: Vienna (Austria) - Training Course Fees: 6050 Euro

Introduction

The success of assertive communication lies in an individual's ability to fully imbibe assertiveness in their mindset first. Assertiveness is often viewed as rude or stern. However, it is aggressive or passive communication styles that bring out misleading outcomes in communication.

Our Assertive Communication Training Course has helped several executives, managers, government employees and business owners acquire a paradigm shift in their mindset, thus allowing a breakthrough from their redundant communication exhibit.

Our post-training analysis records a display of positive assertive communication in all our participants, empowering them to embrace a higher level of success every day.

Course Objectives

The main objective of this course is to empower professionals with:

- the ability to reach a higher level of competence in assertive communication
- real-time feedback on their spoken communication aligned with assertiveness in 21st-century communication
- the ability to recognise language and vocal aspects that do not align with assertive communication
- capability to correct these errors and self-improvise
- understanding of the requisites of an assertive positive and collaborative communicator
- ability to express ideas assertively on any subject
- the skill to initiate conversations, offer feedback, respond to criticism and compliment people assertively
- understanding of the potential of assertive listening, questioning and acknowledging the other

Target Audience

- Presidents, Vice-presidents and Senior Management who are looking to increase their knowledge and skill in Assertive Communication
- Managers, Secretaries and Team Leaders across industries
- Administration executives responsible for communicating to different sectors of the business

- Executives who need assertive communication skills
- Trainers, teaching staff, educators and administrators responsible for interacting with students and faculty
- Human Resource Managers, Executives and Leaders responsible for employee engagement, performance and organisational development
- Government officials responsible for communication and administration in government sectors
- Hospital staff, support staff in volunteer camps and faculty communicating with external stakeholders
- Any other professional who would like to improve their ability to communicate assertively

Course Outline

Day 1: Foundations of Communication in the 21st Century

- Communication in the 21st Century
- Role of an Effective Communicator
- Good vs Bad Communication
- Impact of Biased Communication
- Assess Your Communication Style
- Behaviours & Communication Styles
- Role of Behaviours in Communication
- Passive Communication
- Aggressive Communication
- Assertiveness in Communication
- Choose Your Communication Style
- Practice Role-Plays & Feedback

Day 2: Understanding and Developing Assertiveness

- Why Assertive Communication?
- What is Assertiveness?
- Merits of Assertive Communication
- Risks of Assertive Communication
- Saying NO Assertively
- Practice and Feedback
- Becoming an Assertive Communicator
- Achieving a Balance
- Win-Win Approach

Day 3: Language, Tone, and Non-Verbal Communication

- Word Choice and Its Impact
- Using Positive Language
- Applying Assertiveness in Tone
- Practice Activities & Feedback
- Assertive Body Language
- Introduction to Visual Communication

- First Impressions
- Body Language in a Virtual Set-up
- Posture and Poise
- Self-Assessment

Day 4: Listening Skills and Emotional Intelligence

- Assertive Listening
- Introduction to Listening
- What is Empathetic Listening?
- Tips to Become an Assertive Listener
- Barriers to Effective Listening
- Managing Interruptions and Pauses
- Practice Exercises & Feedback
- Elements of Assertiveness
- The Power of Confidence
- Delivering a Clear Message
- Empathy and Acknowledgement
- Emotional Intelligence
- Worksheets and Practice

Day 5: Workplace Application and Performance

- Assertiveness at the Workplace
- Assertiveness and Problem Solving
- Expressing an Opinion Effectively
- Handling Criticism and Giving Compliments
- Assertiveness and Productivity
- Managing Upwards
- Summary & Feedback

Registration form on the Training Course: Advanced Assertive Communication Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Company Information

Company Name: .....
Address: .....
City / Country: .....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

☐ Please invoice my company

Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.	Fax your completed registration form to: +20233379764	E-mail to us : info@gh4t.com or training@gh4t.com	Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.