TA-SPA - Assertiveness techniques to develop personal authority

Soft skills - Comunicazione e Psicologia Comportamentale - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
2 Giorni	**Italiano**	**-**

Descrizione del corso

Objectives: • Improving any kind of communication and relationship • Improving effectiveness in supervising, judging, handling conflict and criticism • Understanding how to master any situation, overcome feelings of inadequacy and learn methods to release anxiety in a positive way Audience: • Managers and directors • Human resource managers and sales managers • Those who are involved in staff management activities and need to handle conflicts in a work team • Those who wish to improve their communication skills and learn how to manage interpersonal relationships

Programma

Image and communication
- Our image
- Verbal communication
- Non verbal communication
- Symbolic communication
- Self and hetero-perception

Relating with others
- Conflicts in the work place
- Usual behaviors and observed problems
- Understanding the limits of individual behaviors
- Choosing effective behaviors
- Effective and positive behaviors

ITCore Group

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- The concept of “one best way”
- Assertiveness for women

Behavior self assessment
- Defining strengths
- How to improve strengths in everyday life
- Recognizing styles
- The passive style
- The aggressive style
- The assertive style
- The most common behaviors
- The fear of rejection

Learning how to say no
- Assertive style of listening
- Submissive style of listening
- How to say “no” effectively
- How to improve self-esteem

Anger management
- Anger management
- Controlling emotions
- Explosive anger
- Anger management exercises

The killer phrases
- How to stop a fight
- Objections management
- How to respond to a boss
- Managing the relationship with coworkers

Emotions
- Self-consciousness
- Empathy
- Interaction

Control and assertiveness
- Leadership

- Control
- The most common fears
- Obsessive leadership
- Paranoid leadership
- Schizophrenic leadership

The fields of application of assertive behavior
- Work
- Family
- Friends
- Society

Psychology
- Managing anxiety
- Analyzing the reasons of our fears
- Recognizing others' personalities
- Self-motivation
- The fast forced change

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