



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Developing Positive Assertiveness *Practical Techniques for Personal Success* **(Third Edition)**

Course Specifications

Course Number: AX084-045

Course Length: Self-study

Prerequisites: None

Description: Make positive assertiveness a productive force in your life. This course will help you examine your posture, language, and attitude while learning to deal openly with others. Find your natural style of communication. Use assertive words appropriately. Take charge of your life.

Topic-Level Outline

Part 1: How to Develop Positive Assertiveness

Three Basic Behavior Styles
Can Behaviors Change?

Part 2: Ensuring Successful Change

The Five Ps of Successful Change
Are You Using the Right Maps?
Self-Fulfilling Prophecy
Positive Mental Imagery
Programming Yourself for Success

Part 3: Feelings: The Emotional Part of Assertiveness

The Emotions of Assertiveness
Choice and Win-Win Relationships
Talking About Feelings

Part 4: Changing Your Behaviors

Choosing Assertive Words Carefully
Body-Language Signals
Stop Signs and Green Lights

Part 5: Expanding Your Assertiveness

Four Assertive Styles

Sending Assertive Messages

Identifying Styles to Enhance Communication

Part 6: Assertive Power Steps

Four Steps to Assertive Communication

Part 7: Assertive Confrontation

Defining the Problem

Five Tools for Successful Confrontation

Active Listening

Goals for the Present and Future

Giving Yourself Credit for Success

Appendix

Summary and Review

Follow-Up Practice Exercises

Appendix to Part 1

Appendix to Part 4

Appendix to Part 5

Appendix to Part 6

Appendix to Part 7

Additional Reading

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Advanced 2013 [Ebook](#), workbooks, and solutions.
Excel comprehensive online courses, email for more details.



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