

Developing Confidence and Assertiveness Skills



Workshop Details:	
Date:	1 Feb 2019, Fri
Time:	9am - 5pm
Venue:	Royal Plaza on Scotts Singapore Hotel <i>(Inclusive of tea breaks and International Gourmet Buffet Lunch)</i>
Fees	S\$ 480 (Before 7% GST)
Contact Person:	Stanley 9785 9223

Why You Should Attend This Course:

While you may have the competence, skills, and desire to succeed on the job, you may not get the recognition, compensation, and opportunities you deserve. Having technical and people skills is not enough to get ahead – the rewards go to those who are confident and assertive. Think about it – how many senior people in your organization are *not* confident and assertive? Probably very few, if any.

Confidence and assertiveness are essential traits for supervisors, managers, and leaders. Confident people are comfortable dealing with bosses and colleagues at all levels of the organization. They recognize their value and can contribute without holding back. Assertive people can ask for what they want and need and can say “no” to others to protect their interests. They can offer feedback and speak their mind in a variety of situations without offending others.

You can boost your self-esteem, develop more confidence, and learn assertive language patterns, behaviors, and skills that will improve the quality of your relationships and career prospects.

Key Takeaways:

- Understand the importance of assertiveness on and off the job
- Enhance your self-esteem and self-confidence
- Distinguish passive, assertive, and aggressive personality types
- Learn assertive language patterns
- Recognize passive, assertive, and aggressive body language and behaviors
- Learn how to ask with confidence
- Learn to say “No” without causing offense
- Plan and conduct difficult conversations
- Project confidence to people you meet
- Converse with others confidently
- Learn to speak up whenever you feel the need

Who should attend:

- Anyone who is competent at his or her work but needs to develop confidence and assertiveness to advance to the next level.

Outline:

1. Developing Self-Esteem and Confidence
 - Improving Your Self-Esteem
 - Becoming More Confident
 - I Feel / They See
2. The Assertiveness Spectrum
 - Distinguishing Assertive, Passive, and Aggressive Personalities
 - The Assertive Voice
 - Assertive Body Language
 - The Assertive Person’s Bill of Rights and Obligations
3. Developing Assertive Behaviors
 - How to Ask
 - How to Say “NO”
 - A Three-Step Formula for Delivering Assertive Messages

Learning Methodology:

- Presentation / discussion
- Role plays
- Interactive sessions
- Case studies
- Video

Duration: 1 day

Facilitator: David Goldwich

Expertise: Business Presentations, Persuasion & Negotiation, Storytelling, Assertiveness,

Credentials:

- A trained **lawyer and mediator**
- Has **MBA and JD degrees** and practiced law in the United States for more than ten years
- **Author of four books**, including *Win-Win Negotiations: Developing the Mindset, Skills, and Behaviors of Win-Win Negotiators*, and his latest, *Kickass Business Presentations: How to Persuade Your Audience Every Time*

Clients served: Allianz Insurance Management Asia Pacific, American Express, Aon Risk Services, BHP Billiton, BP, BYD-Daimler New Technology, Becton Dickinson, Boston Scientific, CP Kelco, Carl Zeiss, Caterpillar, Changi Airport Group, Changi General Hospital, Chevron Phillips Chemicals, Citibank, Cold Storage, DB Schenker, Deutsche Bank, Eurokars, General Mills, IHiS, International Flavors & Fragrances, Levi Strauss & Co., Mitsui Chemicals, Molex, NTUC, Panalpina World Transport, Petronas, Reed Business, Royal Bank of Scotland, Shell, Siemens, Singapore College of Insurance, Singapore General Hospital, Singapore Refining Company, Singapore Technologies, SingTel, Vietnam Power Telecom, Woh Hup, Republic of Singapore Navy, Land Transport Authority, IRAS, Ministry of Foreign Affairs, Ministry of Law

Testimonials:

“Thank you for the wonderful session on Assertiveness Skills for the Workplace. :) It was certainly engaging and useful. I had some fruitful takeaways and will be more mindful and put some into practice at the appropriate contexts.”

- Rosie Sim, Specialist, Nanyang Polytechnic

“The trainer was very passionate about the subject, well informed, and was able to keep me well engaged. All activities were interesting.”

- Gauri Nautiyal, NPS International School

“The trainer is very friendly and conducted the whole session in a manner most easily understandable. Also the material is very useful in day to day work (practical). Thanks.”

- Mitu Singh, NPS International School

“David is an engaging speaker, makes the class very interesting and encourages participation from everyone. ☺”

- Ho Qi Mei, Pedro Group / Pedro International

“Thank you David! Nice meeting you and you’ve certainly made a difference in my day and life! All the best!”

-Low Fei Kuen, JTC

“Trainer was very knowledgeable, and I was able to gain insights on my own behaviors. It has given me an idea how to improve myself. Thanks David!”

-Melissa Tan, Manager, Ministry of Manpower

“A very inspiring and engaging trainer!! I enjoyed attending this course. I have learnt great tips. I am going to apply assertiveness skills back in the office and home. Thanks very much David Goldwich!”

– Eunice Tan Lee Hiang, CSO, MCI

“I enjoyed David’s course as he is approachable and friendly. Lesson is also easy to understand.”

– Gan Siew Ee, Senior Manager, GSK Global

“Well done David! I am definitely taking away the essential information on assertiveness skills and how to say no nicely to my stakeholders.”

– Vimala Ramasamy, Employer Servicing Consultant, WDA