



Developing assertiveness skills

Improve assertiveness skills for calm and constructive professional relationships

Objectives:

- Express yourself with conviction, making your words resonate
- Capture attention by listening to yourself and others
- Structure your speech in the randomness of the present
- Adopt a "cooperative confrontation" approach
- Dealing with objections while preserving the relationship

Contents :

Asserting yourself with conviction

- Behavioural factors to ensure a quality presence
- Making contact: moving from contact to a relationship
- Managing your emotions: developing self-presence through focus

Knowing how to establish your legitimacy as a good professional

- Gap between your self-image and the image you portray
- Self-presentation to enhance your role
- Letting go, or how to unleash your creativity to get involved without censoring yourself

Building relationships and becoming a better listener

- Active listening for interpersonal relationships
- Distinguishing between fact and interpretation
- Triggering factors for a constructive exchange when making joint decisions

Asserting yourself while respecting the opinions and points of view of others

- Identifying your own communication tendencies in the face of opposition
- Handling objections
- Formulating constructive criticism that preserves the relationship

Duration: 2 days

Audience and prerequisites: All audiences - no prerequisites

Price: Upon request

Quilotoa learning method :

Based on theatrical techniques, active and practical, it aims to give each participant the autonomy that is essential for lasting progress. Theoretical points of reference, passed on interactively, complement the practical exercises to help participants grasp the material.

Assessment :

Ongoing assessment: as the course progresses, during the various simulations.

At the end of the course: on a summary exercise.

After the course: via an online form.

People with disabilities :

Our head office welcomes people with reduced mobility.

For further information, please contact our disability officer :

n.barbey@quilotoagroup.com