

**MASTERING THE ART OF ASSERTIVENESS:  
The Path to a Career Filled with Confidence**



**Date:** 15-16 March 2012

**Venue:** SmartLife Solutions Training Centre  
22, Spyrou Kyprianou Avenue  
3070 Limassol  
Cyprus

**Duration:** 14 hours

## **MASTERING THE ART OF ASSERTIVENESS: The Path to a Career Filled with Confidence**

**Date:** 15-16 March 2012

**Venue:**

SmartLife Solutions Training Centre  
22, Spyrou Kyprianou Avenue  
3070 Limassol  
Cyprus

**Duration of course:**

14 hours

**Trainer:**

Ms. Despo Kyprianou

**Participants:**

Maximum 16

**Fees:**

€425 + VAT per participant

\*Group discounts available upon request

Bank Name: ALPHA BANK

Beneficiary: SmartLife Solutions Ltd.

Account: 518-101-004544-2

IBAN code: CY06009005180005181010045442

\*Please state name of company/participants and course title in payment details

**Qualification:**

Participation Certificate

**Course Objective:**

Mastering the art of assertiveness will enable more effective communication, greater self-esteem, the feeling of more control in daily activities and as a consequence reduced stress levels. An additional by-product of increased assertiveness is the manifestation of creative and development ideas and opportunities, thus spurring entrepreneurship. Recognise the link between assertiveness, confidence and self-esteem. The course aims at identifying the best approach to use when voicing ideas and opinions to colleagues and especially senior managers, as well as handling difficult situations and people confidently and assertively. Attending the course also aids in dealing with criticism, confrontation, anger, and negativity effectively and positively and overcoming feelings of apprehension and understand the importance of language and body language to assertiveness and at the same time, help you develop techniques for better working relationships using assertiveness.

## COURSE OUTLINE TIMETABLE

### **MASTERING THE ART OF ASSERTIVENESS: The Path to a Career Filled with Confidence**

TRAINER: DESPO KYPRIANOU

DATE: TO BE CONFIRMED

TOTAL TEACHING HOURS: 14 HOURS

| FROM  | TO    | COURSE CONTENT – DAY 1   |
|-------|-------|--|
| 09:30 | 11:15 | <p><b>Understanding Different Styles of Assertiveness Behaviour</b></p> <ul style="list-style-type: none"> <li>• A definition of assertive behaviour and the benefits it offers</li> <li>• Distinguishing between assertive, aggressive and passive behaviour</li> <li>• Assertiveness at work - understanding human behaviour</li> </ul> <p><b>Recognising Your Own Style and Behaviour</b></p> <ul style="list-style-type: none"> <li>• Self-assessment of your style – the associated strengths and weaknesses</li> <li>• Cultural and gender based influences on your behaviour</li> </ul> |
| 11:15 | 11:30 | <b>Coffee Break</b>  |
| 11:30 | 13:30 | <p><b>Continuing Recognising Your Own Style and Behaviour</b></p> <ul style="list-style-type: none"> <li>• Building relationships with work colleagues</li> <li>• Developing an assertive behavioral style</li> </ul> <p><b>Why do People Behave the Way They Do?</b></p> <ul style="list-style-type: none"> <li>• An introduction to the principles of Transactional Analysis</li> <li>• Assertiveness at work - understanding human behaviour</li> <li>• How are you perceived by others</li> <li>• Avoiding the games people play</li> </ul>  |
| 13:30 | 14:30 | <b>Lunch Break</b>   |
| 14:30 | 16:15 | <b>Continuing Why do People Behave the Way they Do?</b>  |

### **Handling Difficult Situations, Problems and Conflicts**

- Tackling barriers to assertiveness – recognising and dealing with fear and apprehension
- Confronting common problems which occur in the workplace
- Resolving conflict – dealing with difficult people
- Raising sensitive issues

16:15 16:30

### **Coffee Break**

16:30 18:00

### **Assertive, Persuasive and Positive Communication**

- Moving from negative to positive ways of thinking – building your self-esteem
- Are you saying 'yes' when you should be saying 'no'?
- The art of persuasion – getting ideas across
- How self-esteem affects confidence and influences behaviour – using assertive language
- Identifying ways of building self-esteem and developing confidence

## COURSE OUTLINE    TIMETABLE

### **MASTERING THE ART OF ASSERTIVENESS: The Path to a Career Filled with Confidence**

TRAINER: DESPO KYPRIANOU

DATE: TO BE CONFIRMED

TOTAL TEACHING HOURS: 14 HOURS

| FROM  | TO    | COURSE CONTENT – DAY 2  |
|-------|-------|---|
| 09:30 | 11:15 | <p><b>Assertive Techniques</b></p> <ul style="list-style-type: none"> <li>• Taking control through positive body language</li> <li>• Using assertive and positive language – making your message clear</li> <li>• Giving and receiving critical feedback</li> <li>• Persuasion skills and coping with criticism</li> <li>• Applying assertive techniques in different workplace situations</li> </ul> |
| 11:15 | 11:30 | <b>Coffee Break</b>   |
| 11:30 | 13:30 | <p><b>Your Ongoing Assertiveness Development</b></p> <ul style="list-style-type: none"> <li>• Establishing your goals and a plan of action for implementation on your return to work</li> </ul>   |
| 13:30 | 14:30 | <b>Lunch Break</b>  |
| 14:30 | 16:15 | <b>Review Exercise including Questions &amp; Answers</b>  |

## REGISTRATION FORM

**COURSE NAME: MASTERING THE ART OF ASSERTIVENESS: The Path to a Career Filled with Confidence**

**DATE:**

|                      |                       |
|----------------------|-----------------------|
| DELEGATE INFORMATION | Name:                 |
|                      | Company/Organization: |
|                      | Position:             |
|                      | Department:           |
|                      | Address:              |
|                      | City:                 |
|                      | Business Phone:       |
|                      | Fax:                  |
|                      | Mobile Phone:         |
|                      | E-mail:               |

|   |   |
|---|---|
| <b>FEES: €425 + VAT per participant</b>                   |   |
| METHODS OF PAYMENT  | CREDIT CARD:  |
|   | Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> |
|   | Card Holder:  |
|   | Card number: <span style="float: right;">Exp Date<br/>---/---/----</span>                                   |
|   | Signature:  |
|   | Date:   |
| BANK TRANSFER   |   |
| Bank Name: ALPHA BANK                                     |   |
| Beneficiary: SmartLife Solutions Ltd.                     |   |
| Account Number: 518-101-004544-2                          |   |
| IBAN code: CY06009005180005181010045442                   |   |
| * Please state name and course title in payment details.* |   |

|   |  |
|---|--|
| <b>BOOKING TERMS &amp; CONDITIONS</b>   | <b>CANCELLATION POLICY</b>   |
| <ul style="list-style-type: none"> <li>Acknowledgement of your registration will be communicated to you upon receipt of completed registration form.</li> <li>All courses are payable in advance at time of booking.</li> <li>SmartLife Solutions Ltd reserves the right to change the details of this event without notice.</li> <li>In case of course cancellation, SmartLife Solutions Ltd. will be obliged to refund any fees paid.</li> <li>SmartLife Solutions Ltd is not liable for any consequential loss.</li> </ul> | <ul style="list-style-type: none"> <li>Cancellations must be received in writing in order for refunds to be processed</li> <li>A full refund of amount paid to SmartLife Solutions Ltd will be paid for cancellations received in writing at least 7 days before the course.</li> <li>Cancellations after the seven day deadline will receive a 50% refund.</li> <li>No shows will be charged at the full rate.</li> </ul> |