



Management
Centre Europe®



MCE Services

Assertiveness Training for Women in Business

Live Online

What are Live Online Programmes?

MCE in partnership with our parent company AMA is now offering **Live Online Training** in the EMEA region. You can access these scheduled live stream training programmes from anywhere. They cover the key business topics of our top Open Training Programmes.

What are Live Online Training Programmes?

- 3 or 4 scheduled sessions of 3 hours
- delivered to small groups in a virtual classroom with an online video meetings tool
- interactive with breakout rooms and discussions
- facilitator led with live interaction



Avoid hotel and travel costs and minimize the time away from work.



No Travel Needed

Key Benefits

- Variety of activities that create a live and dynamic learning experience
- Real-world advice from practitioners in the field
- Online, virtual, convenient, high-quality and consistent learning
- Cost-effective and no travel necessary
- Live, personal feedback from your facilitator and peers

Assertiveness Training for Women in Business

Live Online

SESSION 1 (3 hours)

Assertiveness Overview

- Define Assertiveness
- Distinguish Among Passive, Assertive, and Aggressive
- Verbal and Nonverbal Behaviors
- Identify Personal Work Situations and Obstacles That Challenge Assertive Behavior
- Discuss How Socialization Affects Your Behavior in the Business Environment

Assessing Yourself

- Assess and Identify Strengths and Weaknesses of Your Assertiveness Style
- Learn to See the Relationship Between Your Values and Your Behavior
- Analyze How to Handle Compliments More Comfortably
- Describe the Assertive Components of Becoming "Comfortable in Your Own Skin"

SESSION 2 (3 hours)

Assertive Techniques and Practices

- Demonstrate a Five-Step Model to Express Assertive Language
- Describe Six Special Assertive Techniques: Broken Record, Fogging, Negative Assertion, Negative Inquiry, Free Information and Self-Disclosure
- Say "No" and Survive
- Respond to Common Put-Down Statements

SESSION 3 (3 hours)

Key Communication Skills Necessary for Assertiveness

- Identify the Three Components of Communication and Factors That Influence Their Impact
- Differentiate the Verbal and Nonverbal Communication Styles of Men and Women
- Listen Assertively, Handle Feedback and Criticism Effectively

SESSION 4 (3 hours)

Overcoming Obstacles to Achieve the Desired Personal and Professional Balance

- Pinpoint Personal Internal Obstacles to Assertiveness, and Develop Strategies to Overcome Them
- Name at Least Five Techniques to Deal with Anger
- Identify Techniques for Preventing and Coping with Stress
- Apply a Four-Step Model to Improve Your Personal Level of Work and Life

Balance

- Discuss the Nature and Value of Women's Support Networks and Resources

Action Plan

- Develop and Assertive Approach to Two Current Challenging Situations
- Establish an Action Plan for Achieving Your Goals



Dates

Group #1 – 4 sessions

- 14:00 - 17:00 (CET)

20-22-27-29 APRIL 2020

Group #2 – 4 sessions

- 14:00 - 17:00 (CET)

15-17-22-24 JUNE 2020

Practical Details

Schedule : 4 SESSIONS of 3 hours each

Language : English

Price : €2150

Format : Online

→ **Key Facts**

About MCE



400,000

*Participants on MCE training
programmes since 1961*



59 years

*Providing Learning &
Development (L&D) services in
the EMEA region*



1,700

*Client companies which we have
worked with delivering customized
& in company learning solutions*



6,200

*In Company Training Solutions
delivered in more than
94 countries*



50+

*Open Training Programmes
running throughout the
EMEA region*



10,000

*Managers & Leaders inspired by
MCE's management development
solutions each year*



Contact us Today