

# Developing Positive Assertiveness: Practical Techniques for Personal Success (3rd Edition)

## Course Specifications

**Course Number:** CCT-046\_rev4.0

**Course Length:** Self-study or Classroom Training

## Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

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.

**Course Objective:** The learning objectives for Developing Positive Assertiveness are listed below. They have been developed to guide the user to the core issues covered in this book.

The objectives of this book are:

- To improve relationship skills
- To explain aggressive, assertive, and nonassertive speech and body language
- To show assertive behavior according to personality type

## Course Content

### 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  
Identify Styles to Enhance Communication

**Part 6: Assertive Power Steps**

Four Steps to Assertive Communication  
Step 1: Repeat the Question or Statement  
Step 2: Command, Don't Ask  
Step 3: Add Emotion  
Step 4: Introduce Consequences

**Part 7: Assertive Confrontation**

Defining the Problem  
Five Tools for Successful Confrontation  
Active Listening  
Goals for the Present and Future  
Give Yourself Credit for Success

**Appendix**

Summary and Review  
Follow-Up Practice Exercises