

A LDI Training Course

# ASSERTIVENESS AND INFLUENCING SKILLS

How to Express Your Ideas and Get Things Done

*LDI Instructor*

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## Introduction

This course is designed for those who want to supervise their staff or lead their team more assertively and to improve the working relationships and productivity. In this course you will learn how to improve your ability to communicate assertively and to be able to influence your staff behaviors. It will help you express your ideas clearly, stand up for yourself and get things done at work.

By attending this practical course you will be able to communicate positively and know how to deal with objections, criticisms and unreasonable requests. Having the ability to influence others will improve your interpersonal skills and be able to change people's behaviors in order to get things done.

### Here are what you'll learn:

- Develop assertiveness skills
- Deal effectively with objections and unreasonable requests
- Improve your communication ability and interpersonal skills
- Identify those behaviors which enable you to influence others effectively
- Learn the results-oriented approach to persuade others
- Stand up for yourself when you need to
- Express your ideas clearly and positively
- Improve your working relationships with everyone and get things done
- Resolve conflicts quickly and effectively

## Who Should Attend

Managers, supervisors, team leaders, human resource professionals, public relations personnel and anyone who wish to improve their ability to get things done through others, communicate positively and sharpen their interpersonal skills.

## Methodology

Participants will be given opportunities to practice strategies and techniques in a variety of situations relevant to their own job. They will be able to assess their major strengths and weaknesses when trying to influence others. This course is highly participative at individual and group level. There will be extensive exercises and activities supported by comprehensive handout material and visual aids.

## Course Outline

- Assertiveness - its nature and contribution to changing behavior
- Assertiveness, aggression, and non-assertion: the characteristics
- How to be assertive and cope better with aggression and non-assertion
- Influence styles and strategies - options available and when to use them
- The process of influencing and the skilled influencer profile
- Resistance to influence attempts and dealing with "difficult" people
- Behavior analysis and influence style and methods: what behavior produces the best results?
- Selling ideas and coping with objections
- The nature, purpose and preparation for negotiations
- The components, characteristics and outcomes of successful negotiations
- Strategies, techniques and tactics for achieving win-win results
- The marks of the successful negotiator
- Conflict management - causes of conflict and how to resolve them
- Conflict management - proactive approaches

To enroll or get more information, please contact

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