

A Live Online Course

ASSERTIVENESS AND INFLUENCING SKILLS

How to Express Your Ideas and Get Things Done

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

“A true leader is a person whose influence inspires people to do what is expected of them to do.”

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

- This is a live **online training via application Zoom**
- The workshop consists of presentations, exercises and discussions.

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 conflicts and how to resolve them
- Conflict management - proactive approaches

ABOUT THE FACILITATOR – HENDRIK SILITONGA

Hendrik Silitonga is a dynamic and high-impact facilitator who has extensive training experience in the oil industry, manufacturing, telecommunication, banking sector, and many more. His training is interactive and fun-filled.

He received a Certificate in Training and Development (CITD) from the Institute of Personnel and Development (IPD) of London, UK and he is also an Instructor's License of Dale Carnegie.

As a Senior Trainer of LDI Training, Hendrik Silitonga has trained thousands of professionals in various industries and companies for more than 20 years.

REGISTRATION INFORMATION

Two ways to enroll:

1. Enroll online on www.lditraining.com
2. Email your enrolment message to PT Loka Datamas Indah at lditrain@indo.net.id

If you need to discuss this training, please contact PT Loka Datamas Indah by:

- **Phone: +62 21 6326911**
- **Email: lditrain@indo.net.id**