



ASSERTIVE COMMUNICATION

This is a one-day, in-house workshop.

***Investment: SGD 7,900
For 18 pax, SGD 440 pp***

Its purpose is to upskill finance team members with the confidence to demonstrate and model assertive behaviour in the workplace for win-win outcomes. It will guide them to know how to communicate in the best way, by overcoming roadblocks in their own minds and developing a positive, proactive response to difficult behaviours and situations experienced.

Who Will Benefit?

Anyone in finance who is an analyst or manager who:

- Communicates with peers and shares information with Stakeholders
- Wants to achieve win-win outcomes
- Values having their perspective heard

And would like to do this with more confidence, respecting both parties, and in a way that ensures positive outcomes.

IBF Accredited Programme

This course is recognised under the Financial Training Scheme (FTS) and is eligible for FTS claims subject to all eligibility criteria being met.

Please note that **in no way** does this represent an endorsement of the *quality* of the training provider and course, participants are advised to assess the suitability of the course and its relevance to his/her business activities or job roles.

The FTS is available to eligible entities based on the prevalent funding eligibility, quantum and caps. Find out more on www.ibf.org.sg

CONTACT US NOW FOR MORE INFORMATION ABOUT THIS IN-HOUSE WORKSHOP:

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This programme is for anyone in finance who wants to be more confident in speaking up, sharing their opinion and offering different perspectives. Assertiveness increases the chance of success in any communication situation.



KEY OBJECTIVES

- To learn the difference between aggressive, passive, passive-aggressive and assertive behaviours
- To understand the importance of assertive behaviour in the financial sector
- To learn how to use a variety of assertiveness techniques
- To increase self-esteem and self-confidence when dealing with difficult situations faced in the financial sector
- To improve communication and interpersonal skills within the banking industry
- To convey and exchange thoughts, ideas and information effectively

KEY TOPICS

- What is assertiveness?
 - Two-way respect
 - The interpersonal-communication model
- Developing an assertive mindset
 - Centering
 - Positive self-talk
 - Visualise success
- Patterns in behaviour
 - Listen and questioning
 - Verbal and non-verbal behaviours
- Assertiveness tools
 - Steps to assertiveness
 - Broken record approach
 - Fogging approach
 - Discrepancy assertiveness
 - Response to criticism
 - Non-assertive choice
- Practicing being assertive in the workplace

WHY THIS WORKSHOP?

The workshop is highly experiential and allows for personal development and the chance to build confidence in being assertive through practice. It has been developed specifically for the Finance Industry, focusing on those individuals who struggle to share their thoughts and deal with difficult situations. It ensures participants are able to deal with problems quickly and effectively, and raise any concerns they may face.

Your Journey of Enablement and Transformation

www.jetdelivers.com