

LEADERSHIP COMMUNICATION SEMINARS

Write it right / Tell it straight

Assertive communication that gets the job done.

Ideas and goals of the course: Most English learners have learned at some point that English is a polite language. What a lot of learners do not know is how to communicate when mere politeness and diplomacy are not getting the job done.

If you are too polite, too cautious and too vague, the seriousness of the situation may not be recognized. If you are too direct, you could quickly come across as brusque and can damage the business relationship.

This is a very fine line to walk. How can you make your point unmistakably clear without appearing aggressive or unprofessional and possibly unintentionally upsetting the recipient?

How can you find the right style to suit each situation?

This course is intended for learners who have a good level of English. Whether your goal is to inform, complain, delegate, remind, or instruct, this seminar will help you reach your goals. We will walk you through effective speaking and writing techniques designed to implement a more powerful and assertive tone in your communications, which can be delivered without offending the recipient.

Some typical situations in which to use assertive language. In this course, we will be going through many examples in detail.

- You are dissatisfied with someone's behaviour or a situation.
- You need to hold someone accountable for their actions.
- You need to complain about bad service or a sub-standard product.
- You need to communicate information of significance or consequence.

- You need to reinforce your needs and requirements to prevent an argument.

Learn with us how to express your thoughts clearly and concisely, both orally and in writing,

numerous before/after examples from different situations will show you how your communication needs to be structured in order to communicate assertively.

Teaching This is a hands-on, interactive seminar. The emphasis is on expanding your vocabulary and communication techniques, as well as practicing using these as much as possible. The focus will be on discussions, pair and group work, language input, short case studies and role plays.

- Contents:**
- How and when to use assertive language.
 - Increased level of formality through use of alternative words and phrases
 - Expressing discontent using overly polite and formal language
 - How to avoid inflammatory language or accusatory undertones.
 - Using statements to express authority.
 - How to avoid wordiness and tautology.
 - Using strong active verbs
 - Using succinct language
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5-10 Teilnehmer



2 Tage



Die Seminare werden im Hotel & Restaurant Anders oder im Castanea Resort Adendorf durchgeführt.



€ 769,00 / Teilnehmer
zzgl. € 19,90 Materialkosten
2 Kaffeepausen am Vor- und
Nachmittag mit Gebäck,
Mittagessen aus der Speisekarte,
Tagungsgetränke inklusive

“You can please some of the people some of the time, all of the people some of the time, some of the people all of the time - but you can never please all of the people all of the time.”

Abraham Lincoln