



Comprehensive Empowerment

Improving results with assertiveness & empathy

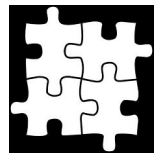
During the negotiation, the conflict resolution, the tactical selling and any interactions with the outside world, the ability to show empathy and to be assertive is crucial in order to succeed. These abilities are like the same as the two sides of the same coin, inseparable in order to improve results.

What is in it for me in this workshop?

- 🎧 Getting more attention from others
- 🎧 Blocking all undesirable interruptions
- 🎧 Saying “No” to Toxic Requests
- 🎧 No more falling into traps any more by selfish manipulations
- 🎧 Taking the active lead in discussions
- 🎧 Showing critical thinking
- 🎧 Finding more free time for private activities
- 🎧 Changing one’s mind without hesitation
- 🎧 Increasing one’s opportunities



Understand



Integrate



Practise

Keep intuition and instinct - Add structure and strategy!

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Agenda

Methodology

DAY I

- Self-diagnose: Degrees of assertiveness
- The notion of critical message
- The four types of reactions to critical messages

- Increasing the cooperation
- Active listening & empathy

- Making a request
- Sharing critical opinions

- Giving compliments
- Receiving compliments

- Criticising constructively
- Receiving criticisms

- Announcing good news
- Announcing bad news

- Expressing your disagreements
- Setting one's limits
- Saying "No" constructively

- Protecting oneself against toxic manipulations



Subgroup Discussions



Role Plays/ Exercises



Tools, Models, Methods



Illustrative Videos



Role Plays/ Exercises

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