

# Stimulating Results with Assertiveness & Empathy

Whether in negotiation, conflict management, tactical sales, responsible communication—collaborative or in interactions with the outside world in general—the ability to show empathy and assert oneself is essential to success. These skills are like two sides of the same coin, inseparable, to drive results.

## What is in it for me in this workshop?

📌 Self-diagnosis own level of assertiveness

📌 Stopping fall prey to selfish manipulation

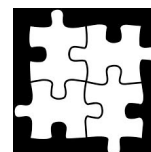
📌 Thinking critically

📌 Freeing up more private time

📌 Changing own's mind without feeling uncomfortable



Understand



Integrate




Practise

# Stimulating Results with Assertiveness & Empathy Agenda

## DAY I

 Self-diagnosis own assertiveness level

 The notion of “critical message”

 4 families of reactions w.r.t.. “critical  
 messages”

 Active listening and empathy

 Making requests

 Making & receiving compliments

 Giving & receiving constructive feedback

 Announcing good & bad news

 Expressing (antagonist) opinions

 Setting own limits

 Refusing constructively

 Protecting oneself against toxic manipulations



Subgroup Discussions



Role Plays/ Exercises



Tools, Models, Methods



Illustrative Videos



Role Plays/ Exercises