



THE UNIVERSITY OF  
SYDNEY

# **Assertive Communication Skills Course: Advanced**

*Centre for  
Continuing Education*

# Assertive Communication Skills Course: Advanced



Are you confident communicating in everyday work situations, but still struggling to handle challenging conversations assertively?

In this advanced assertiveness skills course, you'll get a toolkit for speaking up successfully. Discover how to remain calm and professional - even in stressful or emotionally charged situations – by regulating your own emotions. Explore a simple process for responding assertively to others' emotions, using three types of empathy-building statements. Learn to use advanced patterns of assertive self-disclosure, including consequence assertion, feedback assertion, discrepancy assertion and negative feeling assertion. Then learn how to build win-win solutions to problems, so you can take a collaborative approach to difficult conversations.



## Course duration

1 session, 8 hours total



## Time

9am - 5pm



## Format

Face-to-face  
or  
Online in real-time



## Dates

Browse available  
[course dates](#)

## Intended audience

Professionals, team leaders, supervisors, line managers and professionals who have already mastered the basics of assertive communication and want to take their skills to a new level.

## Prerequisites

None.



## Upon completion

Every participant receives a University of Sydney certificate of completion.



## Aims

This course aims to equip you with tools for handling difficult situations and 'courageous conversations' assertively and professionally.



## Outcomes

By the end of this course, you should be able to:

- apply the principles of advanced assertiveness to real-life situations
- manage your own emotions during challenging conversations
- respond to others' emotions with empathy and assertiveness, so you can defuse emotionally charged situations
- express your own perspective honestly and appropriately, using assertive self-disclosure
- listen and speak courageously during difficult conversations
- take a collaborative approach to build win-win solutions to problems, using the assertive dialogue-building model.



## Content

### **Topic 1: What is advanced assertiveness?**

Find out how advanced assertiveness differs from basic assertiveness. Discuss 5 principles of advanced assertiveness and pinpoint where you can use them. Identify your key strengths as a communicator and your areas for improvement.

### **Topic 2: Managing your own emotions**

Learn to recognise, interpret and influence your own emotional state in challenging situations. Use cognitive reframing to shift your perspective or calm yourself down. Discuss strategies for pausing or redirecting heated conversations, so you can maintain your professionalism at all times.

### **Topic 3: Responding to others' emotions**

In this module, you'll try out a simple process for responding assertively to others' emotions using three types of empathy-building statements. This will help you create a supportive atmosphere that fosters open communication and safe emotional expression.

### **Topic 4: Speaking 'courageously'**

Discover advanced patterns of assertive self-disclosure, such as consequence assertion, feedback assertion, discrepancy assertion and negative feeling assertion. Learn how to use these patterns effectively in challenging conversations such as giving feedback, raising concerns, expressing a contentious opinion or responding to inappropriate behaviour.



### Topic 5: Listening 'courageously'

In many professional situations, you need to listen even when it's uncomfortable. This helps you gain new perspectives and build a constructive dialogue. Find out how to listen courageously, using active listening tools, so you can become an effective problem solver and negotiator. Build the skills you need when receiving feedback, listening to opinions you don't agree with and facing upset or 'difficult' people.

### Topic 6: Collaborating to solve problems

Explore a tried and tested model for building win-win solutions to problems. This four-step model will help you take a collaborative approach to difficult conversations, while still maintaining your assertiveness. Find out how you can use this process in real-life situations.



*"The tutor was very dynamic and really tailored the course to meet our needs. The information covered was highly relevant and practical and I really enjoyed the application to real life situations."*

**Louise Taylor**



### Delivery style

This course is interactive and based on experiential learning. You will be involved in group conversations, discussing case studies and completing written exercises. There will be several opportunities to ask the course facilitator questions or request tips for dealing with your real-life situations.

You will get the most from this course if you are:

- willing to contribute to group discussions
- confident communicating verbally in English
- comfortable participating in role-play style activities to practise the tools, techniques and skills
- using a computer with a working camera and microphone (if enrolling in an online session of the course)



### Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)





THE UNIVERSITY OF  
**SYDNEY**

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,  
*inspire leadership*

**For more information**

Centre for Continuing Education  
+61 2 7255 1577

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