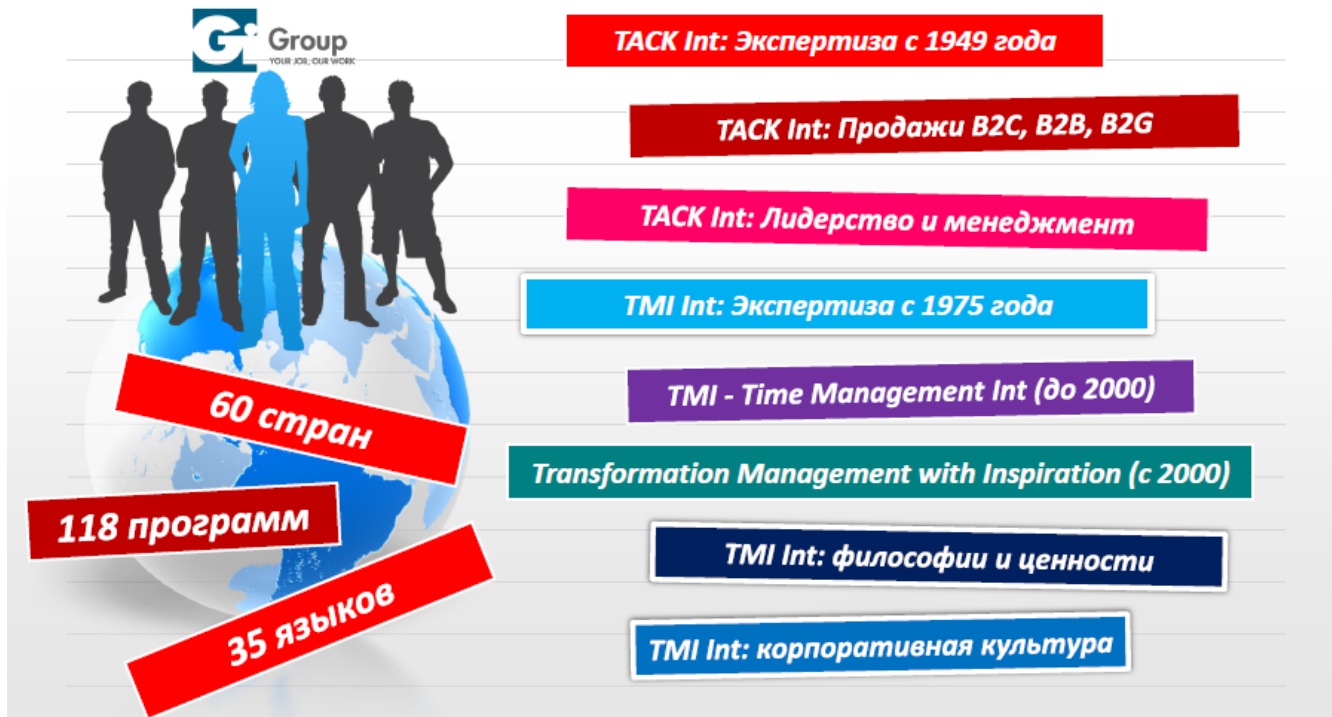




TACKV  
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INDIVIDUAL





## Training Program „Assertiveness“

**Duration:** 1 day

**Program Structure:**

Module 1. Transactional Analysis

Module 2. The concept of assertiveness and personal boundaries

### Module 1. Transactional Analysis

**Purpose:**

To form an idea from the participants about the potential causes of emotionally unmanaged communication.

**Topics covered:**

- Transactional analysis of E. Bern
  - o "Parent": care and control
  - o "Adult": analysis and flexibility
  - o "Child": research and creativity
- "What for for me" and "For what for me" approaches

**The practical part:**

**Work in mini-groups:**

- identification of the position of "Parent", "Child" and "Adult"
- transfer the position of "Child" and "Parent" to the position of "Adult"
- reaction to manifestations of the "Child" and "Parent" positions from the "Adult" position in collaboration with colleagues, supervisors and subordinates

**Result for participants:**

- **Participants will know:** the causes of emotionally unmanaged communication
- **Participants will be able to:** transform communication from emotionally uncontrollable to manageable

## Module 2. The concept of assertiveness

### Module purpose:

To teach participants to define personal boundaries and personal rights in communication.

### Topics covered:

- The concept of assertiveness
  - o 4 behavioral styles: aggressive, passive, assertive, manipulative
  - o Fundamental rights and their manipulative interpretation
- The concept of personal rights and personal boundaries
  - o In communication, the head-subordinate
  - o In communication, internal-external clients
- Assertive communication
  - o Assertive failure technique
  - o Technique "Broken disc"

### The practical part:

- Individual work: determining your own assertiveness level
- Small group work: identifying behaviors
- Work with cases: determination of assertive style of behavior
- Role-playing game "Assertive failure"

### Result for participants:

- **Participants will know:** factors affecting behavior
- **Participants will be able to:** influence their own self-esteem and self-esteem to determine their own personal boundaries and rights



**ANASTASIA DANKOVA**

**Business Trainer and Consultant "TMI / TACK Russia"**

### Professional background:

- More, than 10 years of managerial experience and more, than 10 years of coaching experience in large Russian companies
  - Experience in developing and managing Training and Assessment Centers
  - Business coach and consultant in various consulting projects since 2005
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WE BELIEVE IN YOU

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