

LEADERSHIP COMMUNICATION MASTERCLASS

ASSERTIVENESS SKILLS FOR CLEAR, CONFIDENT COMMUNICATION

Do you express your ideas and opinions in a clear, confident way during business meetings?

Do you find it hard to set boundaries or say “no” even if it means your priorities suffer as a result?

The Leadership Communication Masterclass will help you get clarity on your thoughts and express yourself in an assertive, confident way in business situations.

Assertive communication is a critical skill for current and aspiring leaders to master. It can help you have difficult conversations, express an idea or opinion with clarity, set boundaries by saying “no”, make clear requests to your team, and deal with manipulative criticism.

In this professional development workshop, you will

- Understand the four different communication styles and pinpoint your most frequent.
- Learn how to overcome common limiting beliefs that stop you being assertive in the moment.
- Master strategies for assertive communication.
- Apply assertive communication strategies to business situations including making clear requests, setting boundaries or saying “no”, and dealing with manipulative criticism.

It's perfect for mid-level to senior-level professionals who want to leverage their voice and have more impact in business situations.

REGISTER NOW

DATE: February 21st, 2020

TIME: 1:00pm - 4:30pm (tea and coffee is provided)

LOCATION: Level 13, Citibank House, 37 St Georges Tce, Perth

REGISTRATION FEE: Early-bird \$145 per person (before December 31st, 2019). Regular fee is \$195 per person.

Register at: www.executive-impressions.com/leadershipcommunicationmasterclass

E-mail contact@executive-impressions.com.

PAST EVENTS



LEADERSHIP COMMUNICATION MASTERCLASS

WORKSHOP SCHEDULE

1:00 pm - 1:15 pm	WELCOME AND INTRODUCTIONS
1:15 pm - 1:30 pm	FOUR DIFFERENT COMMUNICATION STYLES <ul style="list-style-type: none">• Understand passive, aggressive, passive-aggressive, and assertive communication• Identify your most frequent communication style
1:30 pm - 2:15 pm	CONQUER YOUR FEARS AND LIMITING BELIEFS <ul style="list-style-type: none">• Why conquering your limiting beliefs is important to communicate assertively• Understand the most common limiting beliefs that block assertive communication• Start to conquer your most challenging limiting belief
2:15 pm - 2:20 pm	TEA AND COFFEE BREAK -- 5 minutes
2:20 pm - 3:00 pm	ESSENTIAL STRATEGIES FOR ASSERTIVE COMMUNICATION <ul style="list-style-type: none">• Persistence and repetition• Finding a workable compromise• Using "I" Statements for self-disclosure
3:00 pm - 3:05 pm	BREAK -- 5 minutes
3:05 pm - 4:15 pm	ASSERTIVE COMMUNICATION IN THE WORKPLACE <ul style="list-style-type: none">• Setting boundaries and saying "no"• Making clear requests• Dealing with manipulative criticism
4:15 pm - 4:30 pm	CONCLUSION AND FINAL THOUGHTS

Note: This workshop includes activities, coaching worksheets and role-play so you can practice what you learn and get maximum results.



KARA RONIN, founder of Executive Impressions, is recognised as a social skills, business etiquette and leadership expert. Her advice and unique perspectives have been featured in numerous publications such as TIME Inc., Business Insider Australia, YFS Magazine, Leaders In Heels, and more. She is regularly interviewed on prominent podcasts, is a Top 10% Most Engaging Instructor on Udemy and a Udemy for Business Instructor.

Kara has spent over 10 years living an international life in Japan, the USA, and Europe, and speaks Japanese as well as French. She began her career in business working for a Japanese trading house, and with a Master of Accounting degree, for one of the Big 4 accounting firms in Tokyo as an international tax consultant.

Kara uses a unique, results-oriented and fresh approach to business etiquette, social skills, and leadership to help professionals interact with business people all around the world so they can effectively build relationships, retain clients, and improve their bottom line.

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TESTIMONIALS

"Kara ran a practical, interactive workshop that allowed for participants to identify the factors that hold us back and influence our ability to communicate our needs assertively. She also orchestrated helpful role plays that allowed for us to practice constructive communication in a safe and supportive manner. The group dynamic was empowering and encouraging. Thanks for bringing like minded people together Kara!" - **Isabella Mitchell, Director & Founder of The Meet Up Collective**

"On July 22 I officially took over as the Executive Officer for Golf Management Australia WA division. Anyone who has met me would say I'm a fairly outgoing confident person, but the reality was on the inside my confidence in the task ahead was low. I was nervous! So I signed up for Kara Ronin's Leadership Communication Masterclass that was being held the day before I took over. The timing was perfect and I guess in a way I thought that with the right communication style and a refresh on basic skills I would get some confidence back. Well thanks to Kara meeting all of my expectations. And a big thank you to being more assertive in my communication and confident in my decision making. It has honestly made my first couple of weeks more enjoyable and less stressful and I'm looking forward to attending another workshop in the future. Thanks Kara" - **Nicole Martino, Executive Officer at Golf Management Australia, WA Division**

"I am going into a new job position in a senior role and needed technique to communicate assertively. The best part about this workshop was the recognition that lack of assertiveness has consequences. I feel this workshop will provide me with the tools to build my assertiveness muscle!" - **Anonymous participant**

"I registered for the Leadership Communication Masterclass to improve my communication skills. I liked the techniques on how to say "no" and learning that it's okay to say "no". This workshop will help me be a better leader". - **Justine Leon, Laboratory Manager, University of Western Australia**

"I registered for the Leadership Communication Masterclass to get some specific feedback on how to be assertive. The best part of this workshop was learning how to conquer my fears & limiting beliefs. This workshop will help me become more reflective of my communication style". - **Heather (Hingston), HSEQ Manager at Otraco International**

"I registered for the Leadership Communication Masterclass to learn ways to better assert myself in professional situations. The practical application, role plays and feedback on the role plays was the best part. This workshop will absolutely help me better manage conflict in my teams, set boundaries and deal with management". - **Anonymous participant**

"I wanted to learn strategies to become more assertive so I registered for the Leadership Communication Masterclass with Kara. This workshop will help me a lot in my business life. The best part was learning strategies to make clear, direct requests." - **Lauren O'Neill, Manager, Hall Chadwick.**

