

ASSERTIVENESS, CONFIDENCE & PROFESSIONAL BOUNDARIES



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TRAINING CENTER



Introduction

Speaking up clearly, setting limits, and projecting confidence are essential skills for thriving in any workplace. The Assertiveness, Confidence & Professional Boundaries Training Course equips professionals with practical techniques to express their views respectfully, resist undue pressure, and maintain healthy working relationships. Participants explore proven frameworks such as the DESC scripting model, assertive body language principles, and boundary-setting communication techniques. Furthermore, the course addresses common challenges, including workplace conflict, difficult conversations, and self-doubt. Through role-play exercises and practical scenarios, attendees strengthen their ability to communicate assertively without appearing aggressive or passive. As a result, participants leave prepared to advocate for themselves confidently while preserving collaborative, respectful relationships.

Assertiveness, Confidence & Professional Boundaries Course Objectives

- Apply the DESC scripting model to structure assertive conversations.
- Distinguish between assertive, aggressive, and passive communication styles.
- Use assertive body language techniques to project confidence nonverbally.
- Set clear professional boundaries with colleagues, managers, and clients.
- Apply techniques to say no respectfully without damaging relationships.
- Manage difficult conversations using structured communication frameworks.
- Build self-confidence through positive self-talk and preparation techniques.
- Respond constructively to criticism and workplace pushback.
- Apply active listening skills to strengthen assertive communication.
- Handle workplace conflict using assertive, solution-focused approaches.



Course Methodology

- Interactive lectures introducing assertiveness and boundary-setting frameworks.
- Role-play exercises applying the DESC scripting model to real scenarios.
- Group discussions comparing assertive, aggressive, and passive responses.
- Practical exercises building confident body language and vocal tone.
- Case study reviews of workplace boundary-setting challenges.
- Practical templates, including scripting worksheets and boundary-setting guides.

Who Should Take This Course

- Professionals seeking to communicate more confidently at work.
- Team leaders managing difficult conversations and workplace conflict.
- Employees struggling to set boundaries with colleagues or clients.
- Customer-facing staff handling demanding or challenging interactions.
- Managers responsible for giving and receiving constructive feedback.
- Anyone aiming to build self-confidence and professional presence.

Assertiveness, Confidence & Professional Boundaries Course Outlines

Day 1: Foundations of Assertive Communication

- Define assertiveness and its role in professional success
- Distinguish between assertive, aggressive, and passive styles
- Identify personal communication patterns and tendencies
- Introduce the DESC scripting model for structured conversations

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- Practice recognizing assertive versus non-assertive responses
- Apply assertive language to sample workplace scenarios
- Review case studies on effective assertive communication

Day 2: Building Confidence and Presence

- Identify sources of self-doubt and limiting beliefs
- Apply positive self-talk techniques to build confidence
- Use assertive body language to project professional presence
- Practice confident vocal tone and pacing techniques
- Prepare for high-pressure conversations through structured planning
- Apply confidence-building techniques through role-play exercises
- Discuss the link between confidence and career growth

Day 3: Setting Professional Boundaries

- Define professional boundaries and their workplace importance
- Identify situations requiring clear boundary-setting
- Apply techniques to say no respectfully and confidently
- Set boundaries with colleagues, managers, and clients
- Address boundary violations using assertive language
- Practice boundary-setting through realistic scenarios
- Review case studies on maintaining professional boundaries

Day 4: Managing Difficult Conversations

- Apply the DESC model to structure difficult conversations
- Respond constructively to criticism and workplace pushback



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- Use active listening to de-escalate tense discussions
- Manage emotional reactions during challenging conversations
- Apply solution-focused approaches to workplace conflict
- Practice difficult conversations through role-play exercises
- Discuss strategies for maintaining composure under pressure

Day 5: Applying Assertiveness in the Workplace

- Integrate assertive communication into daily interactions
- Apply boundary-setting techniques to ongoing work relationships
- Practice assertive responses to common workplace scenarios
- Build strategies for sustaining confidence over time
- Address setbacks and rebuild assertiveness after difficult interactions
- Prepare a personal action plan for workplace application
- Conclude with group presentations and open discussion

Conclusion

By successfully completing the Assertiveness, Confidence & Professional Boundaries Training Course, participants will have acquired practical skills in assertive communication, boundary-setting, and confidence-building techniques. Furthermore, they will gain confidence in applying tools such as the DESC scripting model to real workplace conversations. As a result, attendees return to their organizations equipped to communicate clearly, protect their professional boundaries, and handle difficult interactions with composure. Gentex Training Center remains committed to delivering practical, results-driven professional development programs across diverse industries.





FAQs

Q1 What is the "Assertiveness, Confidence & Professional Boundaries" course about?

This course covers practical techniques for communicating assertively, building self-confidence, and setting professional boundaries. Participants learn structured frameworks, including the DESC scripting model, to express their views respectfully while maintaining healthy working relationships.

Q2 What are the key benefits of the "Assertiveness, Confidence & Professional Boundaries" course?

Participants gain stronger self-confidence, clearer communication, and improved ability to manage workplace pressure. These benefits translate into healthier professional relationships, reduced stress, and greater respect from colleagues and managers.

Q3 What skills will I gain from the "Assertiveness, Confidence & Professional Boundaries" course?

Attendees develop assertive communication, boundary-setting, confidence-building, and conflict management skills. These core competencies enable professionals to express their needs clearly while preserving respectful, collaborative workplace relationships.



Q4 What tools, methods, or standards are covered in the "Assertiveness, Confidence & Professional Boundaries" course?

The course introduces the DESC scripting model, assertive body language techniques, boundary-setting frameworks, and active listening methods. These practical tools help participants communicate confidently and manage difficult conversations effectively.

Q5 How is the "Assertiveness, Confidence & Professional Boundaries" course applied in real-world practice?

Participants apply the DESC model and boundary-setting techniques to real workplace scenarios through role-play and case studies. This practical approach helps professionals handle difficult conversations and maintain confidence in daily interactions.