**EFFECTIVE AND ASSERTIVE COMMUNICATION WORKSHOP**

**PROGRAM DESCRIPTION**

Participants discover exactly how they can be assertive while staying true to their unique behavioral style.

The primary objective of the seminar is to develop the CORE skills of the participants for effective, assertive, and collaborative communication through the CORE model:

* CHARACTER Building when Communicating with Others
* OPENNESS to Communicate
* RESPONSIVENESS to Others
* ENGAGEMENT using core skills for communication

**WHO SHOULD ATTEND**

This is a workshop-driven whole day session which is highly recommended for senior and junior managers, supervisors, and team leaders.

**COURSE OUTLINE**

**INSTRUCTION:**

**The Social Media Revolution**

What is communication today? (Workshop)

**Part 1:**

**FOUNDATIONS OF COMMUNICATION**

Communication Definitions

4 Levels of Communication

Iceberg Model of Communication

Barriers to Effective Communication

Personality Profiling

Driver, Analyzer, Persuader, Stabilizer

**Part 2:**

**ASSERTIVE COMMUNICATION**

What type of communicator am I?

Definitions of Passive, Aggressive, and Assertive Communication

Tips and Tools on Assertiveness

IMAGE of an Assertive Communicator

3PEP Method to Thought Organization

Positive Phrasing (Workshop)

Saying No

Giving Feedbacks

Delivering Bad News

Asking Questions

Why and When to Assert (Engaging in Crucial Conversations)

What is a Crucial Conversation

Benefits of Entering Crucial Conversations

How to Enter into Crucial Conversations

**Part 3:**

**APPLICATION OF EFFECTIVE AND ASSERTIVE COMMUNICATION SKILLS**

**Creative Demonstration of Learned Communication Skills (Workshop)**

**PROGRAM FACILITATOR**

XandraYebron earned a Bachelor of Arts degree in Speech and Drama from the University of the Philippines in Diliman. She became a member of the faculty of Department of Speech and Communication & Theater Arts (DSCTA). Her interest in the performing arts and her experience as an instructor in UP nurtured her love for training. She was with UP for 9 years. Teaching Speech Communication courses allowed her to think of various teaching methodologies that suited her students. Being an instructor also honed her facilitation skills as the thrust was student-centered learning. When the opportunity arose, she grabbed the chance to train full-time. She was a Communication and Culture Trainer for Convergys, Philippines. She trained for 4 years. At Convergys, her training world expanded. She trained numerous classes in English grammar, pronunciation and call handling, went through Training With Impact, was certified as Communication Reference Facilitator for Training the Trainer (a coaching reference), was tasked to coach and certify a new trainer, and fulfilled administrative tasks related to training and assigned accounts.

Now with People Ignite, she continues to improve and learn. With her experiences, she becomes more passionate for training and people development. With the company, she hopes to help ignite that spark for continuous improvement and excellence.

**RESERVE-NOW-BEFORE-IT'S-TOO-LATE! FORM**

**TO REGISTER:**

1. Fill out the form below and email us at seminars@saltandlight.ph

2. Fill out the form and fax to 813-2745

3. Send the form together with your company check to

**Breakthrough Leadership Management Consultancy, Inc.**

**2/F HPL Building, 60 Sen. Gil Puyat Avenue, Makati**

**TO INQUIRE:**

1. Call 830 2191 or 887 1571, look for Juliet

2. Email us at seminars@saltandlight.ph

**EFFECTIVE AND ASSERTIVE COMMUNICATION WORKSHOP**

**Facilitated by XandraYebron**

December 4, 2019 | 9:00 AM to 5:00 PM |Joy~Nostalg Hotel & Suites Manila, Ortigas Center

*//source: Effective and Assertive Communication8\_Xandra Yebron\_December 4, 2019\_OP\_Website*

**YES!** Please register \_\_ participant(s) for this seminar/workshop!

**LEARNING INVESTMENT:**

|  |  |
| --- | --- |
| [  ] **Best Buy Rate:**Php7,527 +12% VAT until  | [ ] **Early Bird Rate:**Php 8,527 +12% VAT |
|  [  ] **Regular Rate:**Php 9,527 +12% VAT | [  ] **Walk-in Rate:**Php 10,027 +12% VAT |

[ ]**Best Buy Rate -Get 1 FREE SEAT by booking for 3 SEATS**

\*For current promo and to avail free seats, call us at **830 2191**or email seminars@saltandlight.ph

**Workshop fee includes**:

* AM & PM snacks
* Lunch
* IDs
* Manuals
* Certificates

**TERMS:**

1. Participants availing of the **Best Buy Rate or Early Bird Rate** will be given five (5) working days to settle their fees after the promo deadline. Next applicable rate shall apply if the participant fails to settle his/her fee within the five (5) working day period.
2. **Gift Certificates/Discount Vouchers** from Breakthrough Leadership or Salt & Light Ventures shall only be applied on the Regular Rate. All other promos (2 or 3+1 promo, Group and Suki discounts) are not applicable when GCs or vouchers are applied.
3. **Cancellation** seven (7) working days before the event, whether paid or unpaid, or a no-show during the event will not be honored. Failure to inform of your cancellation before the seven-day deadline will result to 30% charge to your account. This will serve as secretariat and banquet fee. Cancellation should be in writing and emailed or faxed to us.
4. Seminar participation may be transferred to another person in the same company.
5. If you wish to move your reservation to another seminar happening within the calendar year, please note that the rate of your updated seminar choice will be applied. Should the prevailing rate be higher than the initial learning investment already paid for, please settle the balance prior to the seminar date. Promo seats cannot be moved or transferred to another date or seminar.
6. We reserve the option to cancel or reschedule an event if minimum number of participants is not reached.
7. This reservation form, when completed, may also serve as your billing invoice.
8. All seminar fees must be prepaid.

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| **COMPANY DETAILS** |
| **NAME OF COMPANY/ORGANIZATION(BIR-REGISTERED NAME)** |
|  |
| **COMPLETE ADDRESS (Address:Flr/Bldg/St.Village/Bgy./City)** |
|  |
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| **INDUSTRY** |
|  |
| **PRODUCT/SERVICES OFFERED** |
|  |
| **WEBSITE                                                 COMPANY TIN# (REQUIRED)** |
| **[  ] VAT      [  ] Zero-Rated or VAT Exempt** |

*\*For zero-rated or VAT exempt companies, please include your Certificate of Exemption or PEZA registration. Provide Form 2307 or Certificate of Tax Withheld if payment done with tax withheld. Please withhold only 2% as we are classified as suppliers or contractors of services.*

**RESERVING OFFICER'S DETAILS       [  ] MR      [  ] MS      [  ] MRS      [  ] DR      [  ] PROF**

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| --- |
| **FULL NAME** |
|  |
| **NICK NAME** |
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| **CIVIL STATUS:  [  ]Single   [  ]Married** |
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| **JOB TITLE/POSITION** |
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| **TELEPHONE #                                                    FAX #** |
|  |
| **MOBILE #                                                            EMAIL ADDRESS** |
|  |
| **PERSONAL TIN *(for personal reservation)*** |

**PARTICIPANT'S DETAILS**

**PARTICIPANT 1                  [  ] MR       [  ] MS       [  ] MRS       [  ] DR       [  ] PROF**

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| --- |
| **FULL NAME** |
|  |
| **NICK NAME** |
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| **CIVIL STATUS:  [  ]Single   [  ]Married** |
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| **JOB TITLE/POSITION** |
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| **TELEPHONE #                                                    FAX #** |
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| **MOBILE #                                                            EMAIL ADDRESS** |
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| **PERSONAL TIN*(for personal reservation)*** |

Pls. check if:   [  ] Vegetarian   [  ] Food Allergy:  ­­­­­\_\_\_\_\_\_\_\_\_\_ [  ] Senior Citizen    [  ] Pregnant    [  ] PWD

**PARTICIPANT 2              [  ] MR       [  ] MS       [  ] MRS       [  ] DR       [  ] PROF**

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| **FULL NAME** |
|  |
| **NICK NAME** |
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| **CIVIL STATUS:  [  ] Single   [  ] Married** |
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| **JOB TITLE/POSITION** |
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| **TELEPHONE #                                                    FAX #** |
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| **MOBILE #                                                            EMAIL ADDRESS** |
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| **PERSONAL TIN*(for personal reservation)*** |

Pls. check if:   [  ] Vegetarian   [  ] Food Allergy:  ­­­­­\_\_\_\_\_\_\_\_\_\_    [  ] Senior Citizen    [  ] Pregnant    [  ] PWD

**NOTE:**

* For more than two (2) participants, kindly add more sections to the registration form.
* Putting your mobile number is optional. It's only to be used in case we need to confirm or inform delegates of urgent, last minute changes and in case of emergencies, i.e. weather disturbances, speaker changes, etc.
* Kindly indicate your own TIN if making a personal reservation.
* Inform the secretariat by emailing seminars@saltandlight.ph if the seminar seat will be transferred to another participant within the same company.
* **Billing processing** takes two to three (2 to 3) working days upon receipt of your reservation.
* Please reconfirm your reservation if you do not receive your billing or any confirmation from us through email, call, or SMS.
* For **invoice** concerns, please call Irene at (02) 889-1111 local 765.

*//source: Effective and Assertive Communication8\_Xandra Yebron\_December 4, 2019\_OP\_Website*

**KINDLY SELECT ONE OF THE FOLLOWING PAYMENT METHODS:**

[  ] **By Cheque.** I will send check payment to your office on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

[  ] **By Pick-up.** Please pick-up our check on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (time/date).

***Made payable to Breakthrough Leadership Management Consultancy, Inc.***

[  ] **By Bank Deposit.** (Scan copy of deposit slip with your name and seminar title and send to seminars@saltandlight.ph)

     Kindly remit the money to the following. bank details:

     Company Name: Breakthrough Leadership Management Consultancy, Inc.

     TIN #: 008-524-715-VAT

     Account #: BPI CA#3711-0082-83, Gil Puyat, Makati Branch

     Account #: Chinabank CA#143-176931-7 Gil Puyat, Makati Branch

**GROUP DISCOUNTS:**

Knock off a couple of pesos off our rates when you register in groups! Call us to inquire about our group discounts.

\* 3 delegates - Less P 300 per delegate

\* 4 delegates - Less P 400 per delegate

\* 5 or more delegates - Less P 500 per delegate

**SUKI DISCOUNTS & INCENTIVES:**

Salt & Light Ventures' regular customers get an additional P500 discount per person when booking on top of Early Bird Rates and Group Discounts.

*Please note that our regular Group Discounts and Suki Discounts & Incentives are not applicable with our 2+1 and 3+1 promos.*

**IN-HOUSE:**

We'll bring this workshop right at your base - customized and personalized to fit your training needs. Grab this opportunity to train your whole staff and attain results faster and simultaneously. Call 830 2191 or 887 1571and look for Jenna or Kevin, or email seminars@saltandlight.ph for more details.