



SKILLS DEVELOPMENT SERIES

DEVELOPING CONFIDENCE AND ASSERTIVENESS

1-Day Training Workshop

While you may have the competence, skills, and desire to succeed on the job, you may not get the recognition, compensation, and opportunities you deserve. Having technical and people skills is not enough to get ahead – the rewards go to those who are confident and assertive. Think about it – how many senior people in your organisation are not confident and assertive? Probably very few, if any.

Confidence and assertiveness are essential traits for supervisors, managers, and leaders. Confident people are comfortable dealing with bosses and colleagues at all levels of the organisation. They recognise their value and are able to contribute without holding back. Assertive people are able to ask for what they want and need, and can say “no” to others to protect their interests. They can offer feedback and speak their mind in a variety of situations without offending others. You can boost your self-esteem, develop more confidence, and learn assertive language patterns, behaviours, and skills that will improve the quality of your relationships and career prospects.

This is a practical and interactive workshop for anyone who is competent at his or her work, but needs to develop confidence and assertiveness to advance to the next level.

4th (Thu) October 2018

Holiday Inn Singapore
Orchard City Centre

Learn how to

Stand Up for Yourself!

with



Mr David Goldwich

- An engaging and award-winning speaker, who holds MBA and JD degrees, and specialises in the area of persuasive communications
- Began lecturing and training in 1995 and has taught at the tertiary level in the USA and in Singapore
- He practiced law in the United States for more than ten years and is a trained mediator

... read more on David on the following page!

“Thank you for the wonderful session on Assertiveness Skills for the Workplace. :) It was certainly engaging and useful. I had some fruitful takeaways and will be more mindful and put some into practice at the appropriate contexts.”

Developed and
organised by:



**MAXIMUS
CONNECTIONS**
empowering people with knowledge

Bonus Gift!

Free 32GB Dual USB
FlashDrive for each
participant for group
registrations of three
and above only.





OUR EXECUTIVE TRAINER

Mr David Goldwich

David is a “reformed” lawyer who is committed to helping people get what they want by teaching them how to play the negotiation game and be assertive, compelling, persuasive communicators.

David has MBA and JD degrees from accredited and respected bricks-and-mortar universities. He practiced law in the United States for more than ten years, arguing before judges and political, government, and community bodies. He knows how to persuade the toughest audiences. David is trained as a mediator and has managed small businesses as well.

Recognising that lawyers perpetuate rather than solve problems, David began lecturing and training in 1995. He has taught at the tertiary level in the USA and in Singapore. As a trainer, David applies the “80/20 Rule” by identifying the few critical tools necessary for the greatest improvement and presenting them in a form that is easy to learn and simple to use. An engaging and award-winning speaker, David uses humor and stories culled from his own experience as a lawyer, businessman, and father to help people reach breakthrough changes in their personal and professional lives. He is the author of three books and numerous articles in his field of expertise.

HEAR WHAT PAST PARTICIPANTS HAVE TO SAY ABOUT THE COURSE AND TRAINER

“Thank you for the wonderful session on Assertiveness Skills for the Workplace. :) It was certainly engaging and useful. I had some fruitful takeaways and will be more mindful and put some into practice at the appropriate contexts.”

– ROSIE SIM, SPECIALIST, NANYANG POLYTECHNIC

“The trainer was very passionate about the subject, well informed, and was able to keep me well engaged. All activities were interesting.”

– GAURI NAUTIYAL, NPS INTERNATIONAL SCHOOL

“A very inspiring and engaging trainer!! I enjoyed attending this course. I have learnt great tips. I am going to apply assertiveness skills back in the office and home. Thanks very much David Goldwich!”

– EUNICE TAN LEE HIANG, CSO, MCI

“David is an engaging speaker, makes the class very interesting and encourages participation from everyone. 😊”

– HO QI MEI, PEDRO GROUP / PEDRO INTERNATIONAL

“Thank you David! Nice meeting you and you’ve certainly made a difference in my day and life! All the best!”

– LOW FEI KUEN, JTC

“Trainer was very knowledgeable and I was able to gain insights on my own behaviours. It has given me an idea how to improve myself. Thanks David!”

– MELISSA TAN, MANAGER, MOM

HOW WILL THIS COURSE BENEFIT YOU?

BY THE END OF THIS TRAINING WORKSHOP, YOU WILL BE ABLE TO:

- **Understand** the importance of assertiveness on and off the job
- **Enhance** your self-esteem and self-confidence
- **Distinguish** passive, assertive, and aggressive personality types
- **Learn** assertive language patterns
- **Recognise** passive, assertive, and aggressive body language and behaviors
- **Learn** how to ask with confidence
- **Learn** to say “No” without causing offense
- **Plan** and conduct difficult conversations
- **Project** confidence to people you meet
- **Converse** with others confidently
- **Learn** to speak up whenever you feel the need

WHO SHOULD ATTEND

THIS WORKSHOP IS FOR ANYONE WHO WOULD LIKE TO IMPROVE HIS OR HER CONFIDENCE AND ASSERTIVENESS AT ALL LEVELS OF THE ORGANISATION.

PROGRAMME OUTLINE

Light Snacks and Registration: 8.30am-9.00am

Coffee Break: 10.30am-10.45am

Lunch Break: 12.30pm-1.30pm

Coffee Break: 3.30pm-3.45pm

Course Ends at around 5pm

1. DEVELOPING SELF-ESTEEM AND CONFIDENCE

- ✚ Improving Your Self-Esteem
- ✚ Becoming More Confident
- ✚ I Feel / They See

2. THE ASSERTIVENESS SPECTRUM

- ✚ Distinguishing Assertive, Passive, and Aggressive Personalities
- ✚ The Assertive Voice
- ✚ Assertive Body Language
- ✚ The Assertive Person's Bill of Rights and Obligations

3. DEVELOPING ASSERTIVE BEHAVIOURS

- ✚ How to Ask
- ✚ How to Say "NO"
- ✚ A Three-Step Formula for Delivering Assertive Messages

Workshop Methodology

Presentation/discussion, Demonstrations, Impromptu talks and reviews, Improvisation exercises
Videos

REGISTRATION CONTRACT

**Please complete this form immediately and fax to
(65) 6234 2106 or scan and e-mail it to
register@maximusconnections.com**

A. Delegate's details

1) Name: _____
 Position: _____
 Email: _____

2) Name: _____
 Position: _____
 Email: _____

3) Name: _____
 Position: _____
 Email: _____

Organisation: _____

Address 1: _____

Address 2: _____

Country: _____ Postcode: _____

Nature of Business: _____

Tel: _____ Fax: _____

B. The Invoice should be directed to (Dept)

Name: _____

Dept: _____

Tel: _____

E-mail: _____

C. Authorising Officer's details

Name: _____

Title: _____

Tel: _____

Signature: _____ Date: _____

This booking is invalid without an authorised signature.

1-Day Workshop Fee:

- S\$ 492 nett** per delegate
(Early Bird Rate, by 27th August 2018)
- S\$ 542 nett** per delegate
(for registrations after 27th August 2018)
- Group Registration** (three and above in one application):
each participant entitled to a 32GB Dual USB Drive

[Fee includes documentation, refreshment, lunch & all relevant taxes (we do not charge GST)]

A certificate of recognition will be given upon course completion.

TERMS & METHOD OF PAYMENT

An official invoice will be sent to you after receiving the registration contract. Placement is only confirmed when full payment is received within **twenty-one (21) days** from invoice date. We reserve the right to impose late payment charges. For late registrations, payment must be received prior to the course date.

- 1) Cheque :** Made payable to
Maximus Connections
 Send it to:
 Maximus Connections (Payment 1025),
 9 Bishan Street 15 #31-18 Singapore 573909
- 2) Bank :** DBS Bank, Singapore
 Current Account Number: **070-900872-0**
 (Quoting your Company Name and "P1025" as reference)

CANCELLATIONS & SUBSTITUTIONS

All cancellations of registration must be notified in writing. If cancellation by 13th September 2018, you will be entitled to a 50% refund. Regrettably, no refund will be given for cancellation after 13th September 2018. However, a complete set of documentation will be sent to you. Substitutions are welcomed at any time before 27th September 2018 with formal notification in writing.

NOTE

It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. Maximus Connections will not be held liable for any costs arising from this change.

HOTEL ACCOMMODATION

Accommodation is not included in the fees. If you need accommodation at the workshop venue, kindly contact Holiday Inn Singapore Orchard City Centre, 11 Cavenagh Road, Singapore 229616, Tel (65) 6733 8333. Or visit www.holidayinn.com/sin-orchard

REGISTER NOW

Contact **Mr Ryan Loh**
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Email: register@maximusconnections.com
www.maximusconnections.com (Regn No: 53113082K)