Businessmaker® ACADEMY

TRAINING INVITATION

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Dear Valued Client,

Greetings from Business Maker Academy, Inc.----a training center for business, finance, human resources & leadership that has served more than 150,000 clients since 2003 and is an accredited learning institution of the Civil Service Commission (CSC) & PHILGEPS.

You are cordially invited you to attend our training program on:

ASSERTIVE COMMUNICATION

Date: _____
Time: _____

Attached below are the Registration Form & the Course Brochure. We look forward to a fun and rewarding learning experience with you. Feel free to contact us for any questions or clarifications.

Thank you very much,
BMA Management

REGISTRATION FORM

Please submit via: Email to info@businessmaker-academy.com | Viber: (0912) 2231826

Booking Officer Name: _____
Position: _____
Company: _____
Company TIN: _____
Industry: _____
Tel No: _____
Cel No: _____
Email Address: _____

Total Number Attendee(s) for Enrollment: _____
Note: Please indicate full name below:

Attendee 1: _____
Cel No: _____
Email Address: _____

Attendee 2: _____
Cel No: _____
Email Address: _____

Attendee 3: _____
Cel No: _____
Email Address: _____

Attendee 4: _____
Cel No: _____
Email Address: _____

Attendee 5: _____
Cel No: _____
Email Address: _____
(More than 5 participants, pls attach extra sheet)

Would you like to request for billing statement? ☐ Yes ☐ No
How did you find us? _____
Use Promo Code: _____

ENROLLMENT DETAILS

SCHEDULE:
- Pls visit https://businessmaker-academy.com/training-schedule/

WEBINAR:
- Duration: 1 session x 4 hrs.
- Time: AM Sched: 8:30am to 12:30pm
  PM Sched: 1:30 to 5:30 pm
- Venue: Zoom

SEMINAR:
- Duration: 1 day x 8 hrs
- Time: 9am to 5pm
- Venue: 1503A West Tower, Tektite Bldg, Exchange Rd., Ortigas Center, Pasig City Philippines

TRAINING FEE:
- Webinar Fee = Php 2250+VAT
- Seminar Fee = Php 4250+VAT

MODE OF PAYMENT:
☐ Bank Deposit:
Account: Business Maker Academy, Inc.
BPI SA# 4013-0306-64
BDO SA# 000-280-622-422
Landbank CA# 3732114830
☐ Paypal: pls contact us
☐ Dragonpay: pls contact us
☐ Gcash: pls use QR code below



BUSINESSMAKER ACADEMY & HR CLUB PHILIPPINES
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Businessmaker® ACADEMY

TRAINING INVITATION



ASSERTIVE COMMUNICATION

"How to Communicate, Set Boundaries and Resolve Conflict with Respect"

Seminar: 1 day x 8 hrs. (total of 8 hrs)
Webinar: 1 session x 4 hrs. (total of 4 hrs)

COURSE DESCRIPTION:

In today's dynamic and collaborative work environments, mastering assertive communication is crucial for professional success and positive workplace relationships. This training program provides participants with the essential skills and strategies to express themselves confidently, effectively communicate their messages with a sense of urgency, set boundaries and navigate challenging workplace situations with clarity and respect. Participants will learn the importance of assertive communication to foster a culture of open dialogue, to enhance teamwork and to resolve conflicts constructively.

WHO SHOULD ATTEND:

Employees at all levels: Managers, Supervisors, Team Leaders, Team Members, Customer Service Professionals and anyone who would like to gain work life skills and use assertive communication for better work results, team collaboration and service.

PERFORMANCE OBJECTIVES:

Upon completion of this workshop, participants should be able to gain confidence in speaking up to share their ideas, concerns and recommendations in the workplace by having a positive mindset and applying assertive communication skills in the workplace.

LEARNING OBJECTIVES:

By the end of this course, the participants shall be able to:

- Distinguish assertive communication vs. aggressive, passive, and passive-aggressive behavior
- Demonstrate assertive communication while respecting local culture
- Practice assertive communication for internal and external customers
- Communicate sense of urgency to get things done more effectively
- Use assertive communication techniques for dealing with difficult people or situations

COURSE TOPIC HIGHLIGHTS:

1. Unlocking Assertive Communication
2. Behavioral Communication Patterns:
    a. Aggressive
    b. Passive
    c. Passive-Aggressive
    d. Assertive
3. Barriers to Assertive Communication
4. Importance of Assertive Communication
5. Self-Acceptance & Self-Compassion
6. Setting Proper Expectations
7. Six C's of Assertive Communication
    a. Connection
    b. Conversation
    c. Complete
    d. Clear
    e. Concise
    f. Courteous
8. Assertiveness Communication Practice
9. Dealing with Internal & External Customers
10. Dealing with Bosses, Subordinates & Colleagues

TRAINING INCLUSIONS:

- Live Webinars are conducted via Zoom and includes eCertificate of Completion. Printed Certificates may be requested with minimal processing fee of Php100 plus shipping fee.
- Live Seminars are conducted at BMA Training Center and includes: Certificate of Completion, Seminar Kit, Meals and Drinks. Plus: non-transferable one-time refresher seminar session within one year.

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