

Assertive Skills

Combine strength and sensitivity to get more of what you want. Effective communication is a combination of knowing what to say and when to say it. This course teaches you to assertively address conflict and make better decisions. Confidence rises when you learn the techniques of assertive communication. You will gain respect from peers, loyalty of employees, support from upper management and increased effectiveness with customers.

YOU WILL LEARN

- Identify the rights and responsibilities of positive, powerful and assertive communication
- Develop and use a personal communication strategy on-the-job that is based on psychological theory and the realities of workplace communications
- Avoid poor communication strategies and apply remedies to improve your communication at work
- Be better listeners to the needs of yourself, team members and customers
- Proactively handle conflict and difficult situations
- Provide effective feedback during conflict and anger situations to say what needs to be said, without flaming a situation

COURSE HIGHLIGHTS

1. Dynamics of Learned Emotional Reactions
2. Controlling Guilt, Anxiety and Fear
3. How to Give and Take Criticisms
4. What is Working Against You and What to Do About It
5. Action Plans and Next Step Assertiveness

DURATION

2 days