

## Assertiveness Skills: Communicating with Authority and Impact

**Length:** 3 Days

**Summary:** Those who communicate with an assertive tone rather than passivity or aggression are more likely to maintain positive workplace relationships while meeting their goals. You will learn these assertiveness skills to convey your message with authority and impact in this course. Not only will you learn how to be assertive, but you will practice mastering these skills as well as launching your assertiveness plan in this three day course.

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### COURSE CONTENT

#### ASSERTIVENESS ESSENTIALS

- Considering critical attributes of assertive behavior
- Identifying characteristics of non-assertive behavior
- Acknowledging areas of personal vulnerability & opportunity
- Responding appropriately to manipulation or bullying

#### APPROPRIATE AND SITUATIONAL CONSIDERATIONS

- Assessing the impact of organizational culture
- Accommodating intercultural norms
- Navigating power relationships within the organization

#### EXPRESSING PERSONAL POWER: PINPOINTING PATTERNS OF BEHAVIOR

- Raising self-awareness
- Exploring how identity, fear and habits impact results
- Creating new personal effectiveness

#### MAPPING HOW PEOPLE HANDLE CONFLICT

- Enhancing your ability to respond to conflict
- Recognizing your conflict style
- Responding differently to different situations
- Considering the role of Emotional and Social Intelligence

#### OVERCOMING CHALLENGING SITUATIONS: APPLYING VIABLE ASSERTIVENESS TECHNIQUES

- Deciding which situations call for assertiveness
- Dynamics of constructive and destructive interactions

#### ADOPTING EFFECTIVE ASSERTIVENESS STRATEGIES

- Developing options to respond productively
- Identifying your assertiveness style and adapting your approach
- Giving up blame and focusing on solutions
- Seeing the win-win potential of cooperation
- Finding the root cause through effective questioning

### **BUILDING YOUR ASSERTIVENESS SKILL SET: COMMITTING TO ASSERTIVE AND SKILLFUL OUTCOMES**

- Developing powerful nonverbal communication
- Accepting responsibility for resolution
- Initiating improved communication
- Communicating clearly in complex situations
- Deflecting criticism and personal attacks

### **DEVELOPING THE TOOLS**

- The power of "I" statements
- Saying "no" productively
- Pushing through resistance

### **MASTERING ASSERTIVENESS: ESTABLISHING A PROACTIVE ASSERTIVENESS STYLE**

- Taking time to think clearly
- Responding to everyday situations
- Giving and receiving feedback

### **PRACTICING EFFECTIVE ASSERTIVENESS PRINCIPLES**

- Accurately assessing your situation
- Targeting desired outcomes
- Measuring results

### **LAUNCHING YOUR ASSERTIVENESS PLAN**

- Adopting an attitude of responsibility and mutual respect
  - Committing to timelines and outcomes
  - Prioritizing changes in assertive behavior
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