

## Assertiveness Skills: Communicating with Authority and Impact

**Length:** 1/2 Day

**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.

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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 and 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

#### 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