

ULLIANCE HUMAN EFFECTIVENESS TRAINING

Assertiveness Skills

Do you hesitate to speak up in certain situations? Do you express yourself clearly and directly? Are you sometimes nervous about stating your position? These questions gauge your assertiveness. This training teaches techniques on how to speak up confidently on your own behalf, which enhances your visibility and credibility, allows you to express your ideas and convey your value to your organization. This session enables you to establish and project the image of a poised and polished professional.

Define Assertiveness

- Self-assessment
- Benefits of being assertive
- Blocks to assertiveness

The Assertiveness Continuum

- Passive behaviors
- Passive aggressive behaviors
- Aggressive behaviors

How to be Assertive

- Vocal behaviors
- Saying no
- Body language
- Handling conflict

