

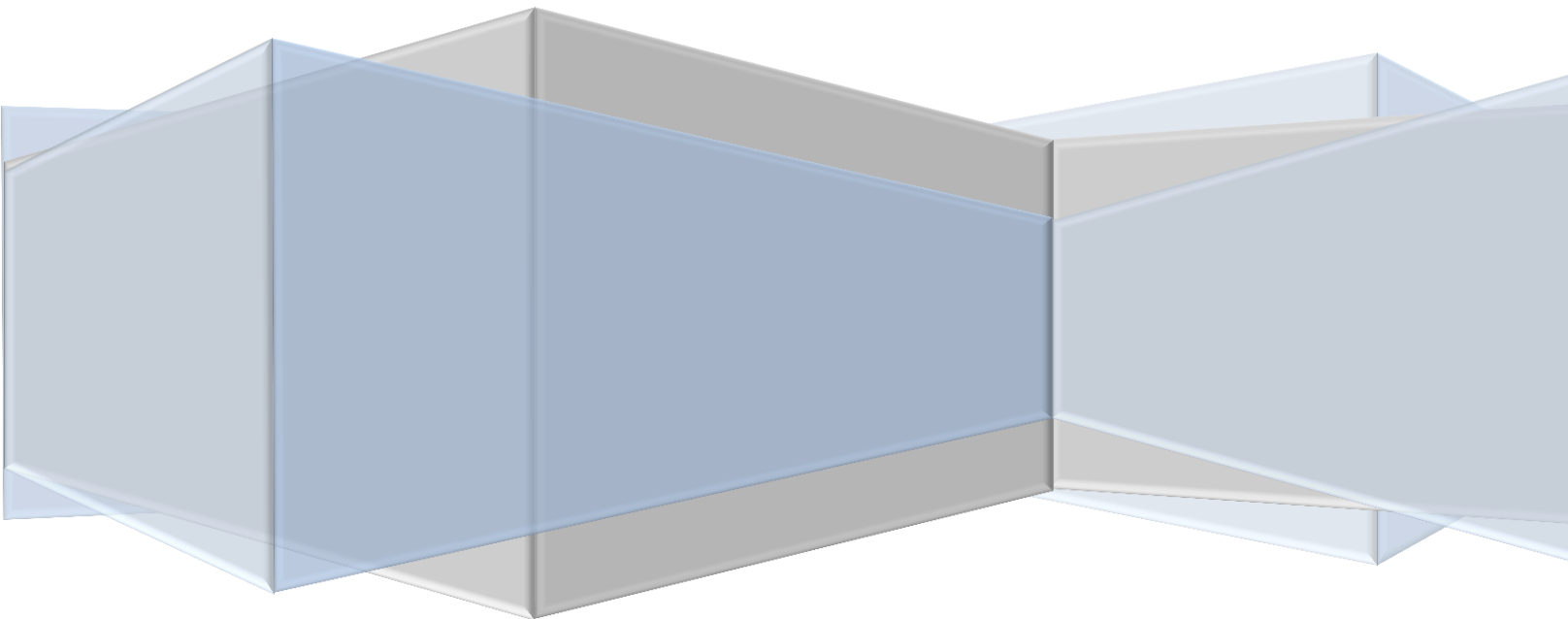


Performance Improvement

Confident Communication

How to Become Successful at Being Assertive

A Half-day Course



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» **Specific course duration (Half-day, One-day, Two-day, Three-day), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.**

1. Introduction and Overview

- A. Genuinely effective communication
- B. Clearing the barriers
- C. Course objectives

2. Essential Aspects of Assertive Communication

- A. How we feel impacts how we approach interaction
- B. Understanding the spectrum – Non-Assertive; Passive; Aggressive; Assertive
- C. Mastering *The Master Communication Skill*
- D. Message and Meta Message
- E. Vague vs. Clear Messages – Say what you mean
- F. Daring to be honest, with tact and respect

3. Conflict is not a four-letter word

- A. Clarifying your desired outcomes
- B. Self-Advocacy – Holding firmly to your goals; Embracing your self-esteem
- C. Moving past the “awkward” interaction
- D. Dealing effectively and professionally with an angry or aggressive person

4. Summary and Conclusion

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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention. Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

Half-day workshop	\$1,900 – 2,500
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Travel expenses billed separately