

Assertiveness: Responsible Communication (Tier 2)

1 or 2 Days

Description

This program enables participants to clarify, define, personalize, and practice skills that will lead to improved performance and productivity. Through this program participants will be able to identify and assess the impact of behavior on the communication process, understand the importance of body language, and practice communication techniques.

Prerequisites

- None

Objectives

Upon successful completion of this program, participants will be able to:

- ✓ Define and describe assertiveness.
- ✓ Identify the differences between passive, assertive and aggressive behaviors, and assess the impact each has on the communication process.
- ✓ Understand the importance and components of assertive behavior, verbal and non-verbal body language.
- ✓ Assess your skills and practice assertive communication techniques.
- ✓ Generate an action plan to enhance your assertive communication skills.

Pre-Test: Your Assertive Communication Skills

Overview: Assertiveness: Responsible Communication

Assertiveness – What Is It?

- What Is Assertive Communication?
- The Assertive Bill of Rights
- Passive, Assertive, Aggressive, Do You Know the Difference?
- Which Behavior Do You Generally Use?

Assertive Communication – Be A More Effective You!

What Hinders Your Assertive Communication Skills?

What Helps Your Assertive Communication Skills?

- What Are the Characteristics of Each Behavior?

The Language of Assertive Communication

- Verbal/Non-Verbal Components of the Communication Process
- Strengthening Non-Verbal Communication Skills
- Guidelines for Assertive Dialogue

Saying “No” – A Time Management Skill

- Assertive Measures for Supervisors
- Assertive Communication for Managing People
- Testing Your Assertive Reaction
- Review – Analyzing Your Behavior
- What Would You Do?

Assertive Communication – Are You Ready?

- Examples of Assertive Communication
- Inventory: Identify the Problem
- Inventory: What Do You Want to Change?
- Write the Assertive Communication

Post-Test: Your Assertive Communication Skills Action Plan