



## **Developing Effective and Assertive Communication Skills**

Being able to communicate effectively with others enables organizations to be more efficient as directions are set clearly, goals are defined, and decision making is more productive. Assertive communication is being able to articulate your perspective in a clear and direct way, while still respecting others. Assertive communication improves working relationships, minimizes conflict, and increases the respect we receive from others. In this workshop, participants will improve the critical communication skills of listening, asking questions and understanding nonverbal messages. Workshop length and content can be customized to meet your training needs.

### **How You Will Benefit:**

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated

### **What Will Be Covered:**

- Self-Awareness
- Feeling competent
- Communication Barriers
- Asking Good Questions & Listening Skills
- Improving your self-image
- Frame of reference
- Saying “No”
- The assertive formula

### **Who Should Attend:**

- Individuals in Management and Leadership roles who want to enhance effectiveness
- High Potentials
- Individual Contributors

### **Let's Get Started?**

1. Contact us to get more information
2. We will tailor the program for your audience
3. Execute the training solution

### **What's Included?**

1. Virtual or Classroom facilitation by an expert facilitator
2. Dynamic Interactive Experience
3. Specialized course workbook and materials
4. Personalized certificate of completion