Assertive Communication in the Workplace

Assertive communication is not passive, nor is it aggressive and dominating; it represents the most effective method of expression in almost every workplace situation. This program is designed to help participants increase their influence and credibility, add confidence to their communication, become more effective in dealing with conflict situations, and increase results.

Are you known for being passive, aggressive, or passive-aggressive? How you react and respond to stress, pressure, and conflict in the workplace can have long-lasting effects on your relationships, your professional reputation, your results, and your career path. We will discuss and practice assertive communication, enabling you to honestly and directly express your thoughts, feelings, and opinions in a way that is constructive, credible, and respectful to others.

CEUs:	HRCI Credits:	SHRM:
0.7 (7 hours)	7 HR (General)	7 PDCs

Learning Objectives:

- Recognize and address assertive, aggressive, and passive behaviors.

- Be appropriately assertive in conflict situations.

- Reduce defensiveness in communication.

- Use positive communication techniques.

- Deliver difficult messages in a confident, assertive manner.

- Identify and interpret nonverbal messages.

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- Supervisors/managers, administrative assistants, and other professionals.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online.
Contact MRA to explore how this program may be customized to your unique individual and team training needs.

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- **Review the basic communication model and your own role in communicating your messages to others**

- **Explore the impact of words, tone, and body language on how messages are received**

- **Compare and contrast components and behaviors associated with passive, aggressive, passive-aggressive, and assertive styles**

- **Discover your own level of assertiveness**
  - Use this self-reflection to adopt communication techniques that help you deliver workplace messages more effectively

- **Practice effective listening skills and using assertive communication in different situations**

- **Deliver feedback using techniques that lower defensiveness and foster receptivity in the listener**

- **Identify when and how to say 'no' in ways that build relationships**

> "This program was informative and made me look at my own behaviors. I will start assuming the positive instead of interpreting the negative and start using "I" message statements to open up discussions."

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