

Communicating Assertively

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. Assertive communication is not passive and indirect, nor is it aggressive and dominating; it is the most effective method of expression in almost every workplace situation. In this program, you will explore and practice assertive communication behaviors, enabling you to communicate directly and honestly in a way that is constructive, credible, and respectful to others.

Learning Objectives:

- Recognize and address assertive, aggressive, and passive behaviors, including verbal and nonverbal elements.
- Deliver difficult messages in a confident, assertive manner.
- Learn when and how to say “no” at work to preserve relationships.

Prerequisite

Being Assertive Video (23:12)



CEUs: 0.3 (3.25 hours)	HRCI Credits: 3.25 HR (General)	SHRM: 3.25 PDCs
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Learning Options:

- Classroom training
- Live Online
- At your location

Who Should Attend:

- Managers, supervisors, specialists, administrative assistants, and other professionals who want to improve their ability to communicate more directly, tactfully, and effectively.

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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Course Outline

- **Explore the basic communication model and your own role in communicating your messages to others**
 - ◆ Review how words, tone, and body language impact how messages are received
- **Compare and contrast behaviors associated with passive, aggressive, passive-aggressive, and assertive styles**
- **Discover your own level of assertiveness**
 - ◆ Identify communication techniques that you can develop to deliver workplace messages more effectively
- **Practice delivering difficult messages using techniques that lower defensiveness and foster receptivity in the listener**
- **Identify when and how to say “no” in ways that build and preserve relationships**



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