

Assertive Communication Skills for Professionals



Corporate Training
SOLUTIONS, INC

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Combine Strength with Sensitivity for Effective Communication Skills

Think about a job challenge that caused you to have fear or anxiety. What behaviors did you exhibit? Chances are you used assertive behaviors to offer feedback, make tough decisions or influence situations. Assertive professionals are direct, honest and forthright — *and still respect the feelings of others*. Their communication skills and style tend to earn them respect and cooperation from most people at every level. Assertive professionals tend to ask questions, delegate, follow-through, and manage performance. Talents and abilities are more clearly applied when one communicates with accuracy, clarity and precision. These behaviors are learned and practiced. Communication habits can be developed.

During this practical, useful offering, the facilitator or coach will candidly describe and demonstrate ways of communicating with executives, senior managers and colleagues that leaves a positive impression that all is well and in good hands. Straight - forward, illustrative examples, videos, exercises and open-ended discussion will be the methodologies used to enhance experience. Workplace assignments provide opportunity to practice the concepts of image/perception building and interpersonal dynamics as part of the coaching process.



Module Discussions & Activities:

- ⇒ Self-Awareness; The power of perception
- ⇒ A self-test to determine how assertive you are now
- ⇒ Directive communication
- ⇒ Be aware of and self-manage to how you speak, listen and ask questions
- ⇒ Roadblocks to assertiveness

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- ⇒ Picking and planning your battles
- ⇒ Managing others with communication clarity
- ⇒ The most effective way to ask for what you want — and prevail
- ⇒ Specific steps to overcome anxiety and fear when making presentations, sharing information or delegating
- ⇒ Body-language errors that lower your effectiveness while being directive



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