

INTENTIONAL COMMUNICATION CONSULTANTS

COMMUNICATING ASSERTIVELY

(Getting Results with Respect)

“The greatest problem in communication is the illusion that it has been accomplished. “

George Bernard Shaw

- **Do your employees have the skill to communicate confidently and honestly?**
- **Are your organizational leaders relying on authority instead of influence to “get things done?”**
- **How capable are your employees in effectively using feedback to advance personal and organizational objectives?**
- **How much does your leadership use fear as a motivator?**

Honesty is a rare thing in today’s workplace. When you ask employees what they value most in professional relationships, they overwhelmingly cite honesty. Yet, many of these same workers admit that they don’t have it, especially with their managers.

- Assertive communicators are natural leaders. The ability to communicate assertively requires a high degree of self awareness, confidence, and clarity of thought and purpose... and respect for others.
- Assertive communication builds trust, inspires and motivates others and significantly reduces the potential for conflict.
- Communicating Assertively is focused on developing the art and skill of communicating what you feel, asking for what you want and need, while respecting the rights and feelings of others.

MODULES

- **Understanding the Basic Principles and Value of Assertiveness**
- **Identifying the Beliefs & Needs That Promote Assertive Communication**
- **Exploring the Differences Between Assertive/Aggressive and Non-Direct Communications - What Drives The Behaviors**
- **Working with the Emotions That Drive Assertiveness**
- **Body Awareness and Non Verbal Communication - Key to Effective Assertive Behavior**
- **Developing the Power of Authentic Listening**
- **Using Assertive Communication To Respond to Conflict**

Program Format & Audience

- The program is designed as a 1 or 2 day format.
- This program is highly recommended for all levels of the organization. The program can be targeted to middle or upper level management leadership needs.
- Upper level management programs contain a separate module entitled, “Leadership & Influence.”

PARTICIPANTS TAKE AWAY

- **A new understanding and increased sense of personal power**
- **Greater skills in communicating what you want, need and believe**

- **More emotional freedom to communicate honestly without reservation**
- **Improved clarity of thinking and self awareness**
- **A more flexible communication style and the ability to appreciate the differences in others**
- **A rare skill that defines authentic leadership**

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