

Communicating Assertively

Course Description

If you know what you want to say, then just say it. But it is not that simple, because doubt begins to enter our minds. This course will help you prepare assertive responses and strengthen your assertiveness skills.

Target Audience

This course is intended for all employees.

Topics Covered

- Define assertiveness
- Determine your level of assertiveness
- Understand the four communication styles
- Review the five assertiveness techniques
- Learn to pick and plan your battles
- Identify and discuss methods for speaking with confidence

Course Information

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|-----------------------|----------------------------------------------------------------------------------------------|
| Time/Duration | 2 Hours |
| Cost | No cost |
| Schedule/Contact | Humanresources_training@augusta.edu |
| To enroll in session: | https://train.augusta.edu |

*To request a special session for your team on this topic, please submit a Service Request at [Wufoo](#).

