

# Assertive Communications

Communication is the process by which information, emotions, thoughts and ideas are exchanged. There are many factors to consider when analyzing communication. Being aware of the influence of these factors helps us to be better communicators. This two-day workshop focuses on:

- Culture influences communication expectations
- Effective communication is an essential work skill
- Communication is goal-oriented
- Communication varies in complexity levels

## What will students learn:

- Culture influences communication expectations
- Effective communication is an essential work skill
- Communication is goal-oriented
- Communication varies in complexity levels

## What Topics are Covered?

- ✓ Skilled communicators
- ✓ Obstacles to communication
- ✓ Aggressive Communicators
- ✓ Beliefs that support aggressive communicators
- ✓ Characteristics of passive communicators
- ✓ What is passive-aggressive behavior
- ✓ Characteristics of assertive communicators
- ✓ The importance of body language
- ✓ Specific guidelines to offering your opinion

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion