

# AAIM Course Description



## Assertive Communication Skills

To be successful in today's challenging workplace, you must be able to speak up, be taken seriously, and not offend others. Whether passive or aggressive, this course will help you learn how to build confidence, speak up, and get your point across without being pushy and overbearing. It will help develop your communication skills for interpersonal and professional success.

### At the end of this course you will be able to:

- Speak, write and behave in an assertive rather than passive or aggressive way
- Project a confident image that earns respect
- Use tactful ways to persuade and influence people
- Handle disagreements in a smooth, non-threatening way
- Say "No" without feeling guilty or creating resentment

### Topics that will be covered:

- "Passive, Assertive, Aggressive - What's the difference?"
- Overcoming mental roadblocks while building confidence
- Relationship strategies that build rapport and help overcome personality conflicts
- Key communication skills that help you get what you need, when you need it
- Exercises to build your assertive abilities fast

**Prerequisites:** Business professionals, team leaders, customer service and sales representatives who are seeking that extra edge in day-to-day situations to get the job done, get what you want, build better relationships, earn respect and improve career prospects.

**Advanced Preparation:** There is no advanced preparation for this course.

**Competencies:** Interpersonal Communication, Agility, Leadership, Conflict Management, Customer Focus

**Delivery Method:** Group-Live | **Course Level:** Overview | **Duration:** Full-day

**Continuing Education/Recertification Credits:** CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.