

Assertiveness Skills for Managers & Supervisors

Assertiveness isn't an option for success-minded managers like you — it's a must-have skill. And, few skills are as important to your success as your ability to deal with all types of people and situations in a confident, calm, self-assured manner. Assertive communication is imperative to leading people effectively and earning the cooperation of those around you.

Apply the communication skills you'll learn from this assertiveness training workshop and you'll soon find you're the "go-to" person whose opinion is not only listened to, but actively sought out. You'll be admired by employees, colleagues and top management alike — achieving the recognition and respect you deserve.

Don't miss this LIVE, interactive virtual event...it's an incredible opportunity to give your communication skills the assertive boost that'll help you achieve phenomenal results.

Session 1

Managing With Authority

- Avoid crossing the line between assertive and aggressive behavior
- Refine your communication skills to get things done without being seen as a tyrant or a taskmaster
- Exercise your authority by using "the buck stops here" management style that's the hallmark of an effective leader
- Confidently handle complaints and criticism from your peers

Session 2

Becoming a Master of Persuasion

- Follow a proven six-step method for scripting conversations that can effectively resolve issues or change employee behavior
- Firmly handle peers who try to exert power over you or your staff members
- Approach confrontational conversations without letting your emotions get the best of you
- Make employees feel empowered and confident to solve problems on their own

Session 3

Handling Conflicts and Gaining Team Support

- Discover the most effective way to cut to the heart of any problem
- Decisively handle employees with chronic behavior issues who destroy worker loyalty and motivation
- Tackle the three most-commons ways people try to challenge or circumvent your authority
- Take steps to ensure that employees will carry out your instructions to the letter