



How many times have you told yourself that you could have done better when handling a situation or conversation...only to repeat the same mistakes again?

Handling other people, whether they are aggressive or passive, is something each person needs to do no matter what they do for a living. **And doing it well requires skill.** This 1-day program is your opportunity to learn how to **boost your confidence** and express yourself assertively. You will receive step-by-step guidelines on how to work with others to get maximum results. You will also learn about the right attitudes, body language, styles of communication and psychology associated with assertiveness techniques; and how to help others stay in control by using those same techniques.

#### You will learn...

- How assertiveness differs from aggressive or passive behavior
- How to construct your sentences to confidently get your message out
- How to take advantage of body language to say and get what you need
- How to present your request—and respond when your request is not acknowledged
- How to appeal to emotions
- How to receive criticism
- How to redirect and change someone's behavior
- How to use a step-by-step approach to give constructive feedback
- How to express your disagreement and stay friends
- How to say No

# Assertiveness Skills

\$125, 8:30 – 4:30, *Self-Direction and Influencing*

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#### Presenter:

**Loretta M. Summers, SPHR** is President of The Summers Advisory Group, a firm specializing in Human Resources Training and Consulting. She holds a Sr. Professional in Human Resources (SPHR) certification, is a mediator and certified trainer of workplace conflict, and is a strategic partner with ProGroup Inc., an organization that provides innovative diversity solutions. Ms. Summers is also an adjunct consultant with Right Management Consultants, the world's leading career transition and organizational consulting firm. She is also an adjunct professor at Baker University, Ottawa University, Avila University and Johnson County Community College.