

How to Say the Tough Stuff!

Assertive Communication

Session Objectives:

- Define assertive, aggressive and passive
- Learn components of effective Assertive Communication
- Discover how to assert yourself and not destroy cooperation

Assertive Communication is about how to say the *tough stuff* appropriately. Learn how to win support for your views while maintaining cooperation, how to transform criticism into problem solving, and how to create cooperation when others are at a standstill.

This program contains practical solutions to common communication dilemmas.

Skills introduced in this session:

1. Building trust in relationships
2. Asserting yourself without destroying cooperation
3. Changing "you" statements into "I" statements
4. Writing and evaluating D-E-S-C scripts (Describe, Express, Specify, Consequences) for tough conversations
5. Responding assertively to criticism
6. Handling different *characters*

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