LIVE SEMINAR

Managing with Assertive Confidence

THIS SEMINAR AT A GLANCE:

- Creative ways to motivate others for maximum performance
- A fail-safe way to determine if their instructions have been fully and accurately understood
- The best time to "face it"...pinpoint the optimum time to deal with a problem
- How to attack the issue instead of the person
- How to know when to finish a discussion and avoid harmful overkill
- A step-by-step approach to deal with troublemakers and rule breakers head-on
- Dynamic ways to focus on their strengths instead of their weaknesses
- How to be sure everyone understands the policies and rules they must follow

PRYOR Learning™

Managing with Assertive Confidence

SEMINAR SUMMARY

Do your managers and supervisors have the assertive communication skills they need to succeed?

If they are struggling with their people skills, their communication skills, or their leadership skills, this is the seminar for them. Managers and supervisors must blend work product skills and people skills—your organization's success depends on their abilities! Assertiveness is a skill they need, but may not have learned. In this one-day seminar, managers and supervisors will learn how to:

- Ask for, and get, what they need from their team.
- Handle conflicts with employees, peers, and bosses.
- Say no effectively and maintain their professional and personal relationships!
- Build their reputation as a "great communicator."
- Get the best out of difficult people. . . instead of letting these people run the show!

Who will benefit most:
All managers or supervisors who know that effective communication skills build strong teams, who want to learn how to: be assertive, rather than either aggressive or passive.

How we present this material:
The onsite seminar format at your organization allows your managers and supervisors to interact with their peers and explore issues they'll face. Your certified onsite trainer will bring special insights to the group and will use the workbook and relevant activities to make the information pertinent to the participants.

PROGRAM AGENDA

Passive, Aggressive or Assertive?

Understanding the Winning Management Balance

- The difference between passive, assertive and aggressive management — and how to define a management style that avoids the extremes
- Nine common passive traits — and ways these traits can interfere with your effectiveness
- The basic motivations of "pushy" managers — and why an aggressive approach is disastrous
- Ten typical reasons why new managers fail and tactics to avoid making the same mistakes
- Ten attitudes common to winning managers and assertive positives you can build on for future success
- Five simple questions that determine whether you have natural assertive tendencies

Communication Essentials

Exchanging Information the Assertive Way

- The seven main components of assertive communication, and ways to adapt them to your day-to-day activities
- How to express your opinions and thoughts in a direct way — without attacking or alienating others
- Sound steps to more productive two-way communication that allow you to compromise and achieve more "win-win" outcomes
- How to influence others through emotional appeals that are sincere and genuine, never sappy or weak
- Why "you" must become "I" when confronting someone
- "It's not what you say, it's how you say it" — how to avoid inadvertently sending the wrong message
- A clever approach that delivers a firm message by asking questions

Day-to-Day Dilemmas

Handling and Solving Common Management Problems

- A simple three-part communication model that guarantees you'll stand up to pressure with coolheaded confidence
- Six ways to hold your ground in the face of hostility or aggression
- Eight specific guidelines for saying "no" effectively and handling even delicate situations without creating hard feelings or resentment
- How to tell whether you're being fairly or unfairly criticized
- Six no-nonsense actions you can take when someone finds fault with your performance
- A formula that helps you deal with everyday conflict
- How to manage disagreement and conflict with people in power —your bosses, customers or top managers

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Additional information can be found in our FAQs:
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05-2025

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