

**Learn. Grow. Change the World.**

# Assertive Communication Skills for the Workplace

Speaking Up without Talking Down

**Audience:** All Employees \ **Available:** Live Virtual or In-Person

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## **Having trouble with clearly sharing your thoughts and needs honestly, without it causing stress or more problems?**

The ability to speak up for oneself, without aggression, is one of the unspoken keys to being successful and gaining influence. Assertive communication supports individuals in reaching goals, solving problems, having tough conversations, and managing conflict. It also builds esteem and reduces stress.

This interactive workshop will introduce the communication continuum and explore the differences between assertive, passive, passive-aggressive, and aggressive communication behaviors. Taking a deeper dive into assertiveness, participants will reflect on what makes assertive communication in the workplace challenging for them and will learn tips, strategies and technique for using more assertive communication behaviors.

The aim is for participants to leave this workshop having more self-awareness about their communication style and more confidence in practicing clearly expressing their thoughts and needs, while also respecting the thoughts and needs of others.

## Learning Objectives

1. Understand and recognize assertive communication behaviors
2. Explore the communication continuum
3. Recognize common and personal barriers to being assertive in the workplace
4. Learn tips, strategies and techniques of practicing assertiveness
5. Develop a personal plan on how to enhance assertive communication behaviors

## Instructor

Angela Dash, PhD has over 20 years of leadership experience and is the President of The Pace Institute, LLC. It is her mission to support others in strengthening relationships and setting course in times of conflict, change, and opportunity and she does this through executive and professional coaching, group training, dialogue facilitation, and organizational conflict management consulting.

She has supported the growth and development of employees from organizations such as the State of Georgia, County of Los Angeles, Johnson and Johnson, Zillow, Spotify, and the New York Times and is known to be an evoker of greatness - supporting others in learning, growing, and changing the world.

## Sample Agenda

- Introduction to assertive communication
- Understanding the communication continuum
- Barriers to being assertive
- Tips, strategies and techniques to practicing assertiveness in the workplace
- Personal development planning