COURSE SYLLABUS

Assertiveness Skills Course

Learn how to state needs, say no, and negotiate boundaries while preserving positive relationships and professional respect.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/assertiveness-skills



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Course Outline

Module 1: Backgrounds, Definitions, and Comparisons

- Define and distinguish between nonassertive, assertive, aggressive, and passive-aggressive behaviors
- Recognize communication filters, barriers, and nonverbal cues
- Understand the impact of self-talk and “old messages” on workplace behavior
- Learn assertive rights and basic assertive responses

Module 2: Assertiveness Techniques

- Apply assertive communication strategies using "I" messages and constructive feedback
- Develop and practice techniques such as empathic assertion, fogging, negative assertion, and saying “no”
- Handle conflict and criticism using DASR scripting and communication models
- Refine communication through role plays and assertiveness models like Staying on Message and Workable Compromise

Appendix: Time Flies Exercise

- Practice real-world assertive communication using role-play scenarios
- Analyze partner behaviors and develop action plans for assertive improvement
- Set goals and reassess assertive behavior through self-reflection and observation