Assertiveness Skills

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

Group classes in Live Online and onsite training is 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