



# Communicating With Confidence

Do you sometimes have difficulty getting your ideas heard? Do you work long hours because you can't say no firmly but politely? Do you hold back from speaking up in meetings? Do you feel timid about speaking out when someone wants you to do something that you don't feel right about? Do you have good ideas, but don't offer them?

Have you had people get away with substandard or unacceptable behavior because you didn't want to confront them? Do you sometimes overreact to comments made by co-workers, then feel bad afterward? Do you have trouble communicating opinions that differ from your boss or colleagues?

The purpose of this program is to give you skills that will enable you to diplomatically set realistic expectations and limits with colleagues and customers. This will allow you to get your tasks done within a normal work week, rather than working overtime. You'll also feel more comfortable offering opinions, ideas, and suggestions in meetings and to management.

You will learn and practice assertive skills in a safe environment. You'll learn the difference between aggressive, passive and assertive behaviors. You'll know what words to use to get your message across clearly and confidently, and what "wimpy" words to avoid. You'll see how to have confident body language. You'll practice giving and receiving positive and negative feedback.

This program is designed for first-line managers, supervisors, individual contributors, clerical and support staff—anyone who needs to communicate more pro-actively.

## Key Benefits of Attending:

**You'll learn how to project yourself more confidently.**

Learn how to project yourself confidently so your ideas are taken seriously.

**You'll understand the difference between assertive, aggressive, and passive behaviors.**

And know when each is appropriate. Know how to be perceived positively at work.

**You'll learn how to ensure your body language is consistent with the message you want to send.**

Everything we do sends signals to those around us, from how we stand, sit, hold our head, gesture and pause, to our voice tone.

**You'll learn appropriate word choices**

Your word choice makes a difference in how you're perceived. You want to choose positive words to express yourself, and avoid "wimpy words."

**You'll practice a simple, but effective way to confront unacceptable behaviors without causing defensiveness.**

Every new skill needs to be practiced. We'll do so in a safe environment so you can go back to the workplace with renewed confidence.

**Morgan Seminar Group**

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## **A Proven Agenda (full-day, or delivered in 2 half-days)**

### **Why is it difficult to always be confident?**

What do confident people do?

What are the benefits to being confident?

### **Definitions of three types of behavior**

Non-assertive

Aggressive

Assertive

Advantages and disadvantages of each

Discussion of "Assertiveness Continuum"

### **Your word choice makes a difference**

Choose assertive words vs. fight starters or wimpy words.

### **Nonverbal communication—**

Show people you are confident.

### **How to give negative feedback**

Video model—positive & negative

Using a DESC Script

Practice new behaviors

## **Course Objectives:**

### *Participants will:*

- Become aware of habitual behaviors and why such habits are effective or ineffective.
- Understand the differences between non-assertive, aggressive, and assertive behavior.
- Examine assumptions which lead to non-confident behavior.
- Practice behaviors which enhance communication with their co-workers and customers.
- Better understand what they want and develop behaviors which will give them more of what they want while still respecting others—create win-win solutions.
- Strive to improve their working environment, so that they feel free to speak out if something needs to be improved, or if someone is doing something that is getting in the way of doing their best work.
- Learn a process for bringing up unacceptable behavior without causing defensiveness, and stating the desired behavior changes.

## **Needed Materials**

- *Communicating With Confidence* workbook

## **Recommended Reinforcement Materials:**

- *Developing Positive Assertiveness* book, \$10.95

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