

ASSERTIVENESS SKILLS

May 31, 2012—9:00 am to 4:00 pm

Presented by Fred Pryor Seminars

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SBETA 600 N. Arrowhead Avenue, Suite 300, San Bernardino

To make a reservation, contact Edith Fomby
909-888-7881, ext. 223 or efomby@sbeta.com

DO YOUR EMPLOYEES HAVE THE ASSERTIVE COMMUNICATIONS 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! Your employees must blend work product skills and people skills—your organization's success depends on their abilities!

In this exciting and practical one-day seminar, participants will learn how to:

- Ask for, and get, what they need from their team—when they need it, and with the quality required.
- Handle conflicts with employees, peers, and bosses the smooth, non-combative way!
- Say no effectively and maintain their professional and personal relationships!
- Build their reputation as a “great communicator” —saying the right thing at the right time, all the time!
- Get the best out of difficult people...instead of letting these people run the show!

WHO WILL BENEFIT...

All employees who know that strong 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 on-site seminar format at your organization allows your managers and supervisors to interact with their peers and explore issues they all face. Your certified on-site trainer will bring special insights to the group and will use the workbook and relevant activities to make the information pertinent to the participants.

KEY LEARNING POINTS...

- Create 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*...and solve problems without creating resentment
- 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

A light breakfast and lunch will be provided.

Attendance is limited to 25 participants.

