

# ASSERTIVE ENGAGEMENT

Be aware of the needs of self and of others and respond respectfully



Using the **Assertive Engagement** philosophy, participants will learn how communication and behavior impacts others. They will gain confidence and develop assertive communication to speak up when appropriate for smoother conversations when discussing uncomfortable situation. Learners will walk away with tools to communicate in a direct and respectful manner in all situations. This course is eligible for 3 CEU credit hours.

## LEARNING OBJECTIVES

- What does assertive mean
- Respectful Interaction vs. Being “Politically Correct”
- The Pro's and Con's of Stereotyping
- Crossing Boundaries – It happens all the time
- Powerful Listening Skills