



Assertive Engagement

Overview

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 situations. 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

Course Agenda

Module 1—The Fundamentals of Assertive Engagement

- What is Assertive Engagement
- Why Use Assertive Engagement

Module 2—Motivational Interviewing

- Principles & Techniques of Motivational Interviewing
 - OARS
- 7 Common Defense Mechanisms
- AE and Stages of Change

Module 3—Assertive Outreach based on ACT

- ACT
- Mind Set
- Skill-set
- Heart Set
- Positive Regard