

## Assertiveness Training

**Assertiveness Training** is one of the key aspects of our **Business Communication Program**. This greatly enhances **interpersonal skills**; hence it plays a vital role in our Leadership programs.

**What is communication without assertiveness? Assertiveness** is defined as the ability to stand up for yourself without being overly rude or aggressive at the same time. Those using assertive behavior confront problems, disagreement, or personal discomforts head-on, and their intent is unmistakable to others. Assertiveness is the way of behavior that makes sure that you get the attention and respect that you deserve from other people.

Our **training on assertiveness** is proven to significantly increase competence in the areas of **assertive communication**, influence, and **conflict resolution**. The focus is on real-life problems and challenges one faces in the workplace. The dramatic results experienced by our participants have led **MMM Training Solutions** to make this a critical part of all our leadership programs. Participants will understand how to increase their effectiveness in getting things done while building positive working relationships and avoiding aggressive or submissive behavior patterns.

Below listed are the areas of emphasis in our **Assertiveness Training**:



- ❖ Understanding **Assertiveness**
- ❖ Understanding how it benefits **workplace communication**
- ❖ Acquiring the skills of **Assertive Communication**
- ❖ Using Transactional analysis to communicate assertively
- ❖ Dealing with 'Aggressive' and 'Submissive' behavior
- ❖ The art of saying 'No'
- ❖ The skill of persuasion - a primary skill for successful **negotiation**

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### Author Bio:

Pramila Mathew specializes in Management Coaching and Leadership Development. With over 25 years of experience in the global workspace, she is one of the few Training Consultants with a background in business and psychology. She heads MMM Training Solutions, a soft skills training consultancy that focuses on training and development and business coaching as the catalyst of enhancing performance management.

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