

ASSERTIVENESS TRAINING

Gain more confidence, decisiveness and respect!
Seminar #2188

Overview

As bad economic news creates upheaval and uncertainty in the workplace, it's never been more important to know how to assert yourself effectively. In this seminar, you will learn powerful tools for assertiveness to help you deal with conflict at all levels in the organization, discover techniques on how to be an assertive communicator, acquire ways to handle receiving and giving feedback and address business etiquette when professionalism and assertiveness are required. You'll assess your areas of strength and growth in this critical skill and understand how social styles affect assertive behaviors and benefit by learning steps for conflict resolution. Overall enhance your assertiveness skills for immediate on-the-job use!

Schedule

- [3] days

- [3] days - \$2,195 Non Members
- [3] days - \$1,995 AMA Members
- [3] days - \$1,708 GSA

Credits

1.8 CEU

Schedule

We have 17 scheduled sessions located nationwide starting between 6/13/2012 - 2/20/2013

Date	Location	Duration
Jun 13, 2012 - Jun 15, 2012	Atlanta, GA	3 Days
Jun 18, 2012 - Jun 20, 2012	San Francisco, CA	3 Days
Jul 11, 2012 - Jul 13, 2012	Arlington/Washington DC, DC	3 Days
Jul 23, 2012 - Jul 25, 2012	Chicago, IL	3 Days
Jul 30, 2012 - Aug 1, 2012	Dallas, TX	3 Days
Aug 27, 2012 - Aug 29, 2012	New York, NY	3 Days
Sep 5, 2012 - Sep 7, 2012	Chicago, IL	3 Days
Sep 19, 2012 - Sep 21, 2012	San Francisco, CA	3 Days
Oct 24, 2012 - Oct 26, 2012	Arlington/Washington DC, DC	3 Days
Oct 31, 2012 - Nov 2, 2012	Chicago, IL	3 Days
Nov 5, 2012 - Nov 7, 2012	San Francisco, CA	3 Days
Nov 12, 2012 - Nov 14, 2012	Houston, TX	3 Days
Dec 5, 2012 - Dec 7, 2012	Chicago, IL	3 Days
Dec 17, 2012 - Dec 19, 2012	New York, NY	3 Days
Jan 16, 2013 - Jan 18, 2013	Arlington/Washington DC, DC	3 Days
Feb 4, 2013 - Feb 6, 2013	San Francisco, CA	3 Days
Feb 20, 2013 - Feb 22, 2013	Chicago, IL	3 Days

Registering more than 4 people, please call 1-877-566-9441.

How You Will Benefit

- Gain the essentials of assertiveness
- Practice assertive behaviors through verbal, vocal and visual techniques
- Address assertiveness issues in both your personal life and business life
- Learn the nuances of etiquette and how it relates to assertiveness and self-esteem
- Apply your newly learned skills to relevant on-the-job situations

What You Will Cover

- Differences in behavioral styles—passive, aggressive and assertive
- Identifying techniques for improving self-esteem
- Improving communication with different social styles
- Risks and benefits in becoming assertive
- Factors that influence your level of assertiveness
- The role of social styles in assertive communication
- A five-step model for conflict resolution
- Appropriate assertiveness in common workplace situations
- Achieving a healthy balance personally and professionally

Who Should Attend

Associates, business professionals, team leaders and individual contributors who want to acquire the essential assertiveness skills.

Special Feature

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner—producing a greater return-on-investment for the employer and the seminar participant.

Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)